

Date: October 16, 2019

To: All Mental Health and Substance Use Disorder BHCS Staff, Managers and Contract Providers

From: IS / QA / Provider Relations

Re: Naming Convention Rules for Professional Licensed, Certified and Registered Staff

ACBH is experiencing an increasing number of rendering service provider names that are inconsistent across databases (ACBH InSyst database, National Provider ID database, Clinicians Gateway (CG) Profile, rendering service provider's professional licensure or certification boards).

Your CG staff name may be viewed on your CG Profile page. (Click the "Security (Password)" link at the bottom of the Home page to access your profile page.) To update, simply make the necessary change on your profile page and click "Update Profile". This window of opportunity to update through CG will close **Friday, November 15, 2019**. In the future, providers will need to submit a CG Staff Authorization Request e-form to update their name.

Why this is important:

In order to avoid claiming errors, and in order to be able to perform the required Final Rule monthly provider checks, all names must be consistent.

- Each professional Rendering Service Provider has a National Provider Identifier (NPI) number associated with the InSyst Staff ID #. They must match.
- CG e-signatures are matched to professional profiles in the NPI database (NPPES), therefore, the professional name in the CG Staff Profiles must match the NPI# and InSyst# professional name.
- Further, the ACBH system requirement is for the InSyst Name and NPI Name to be consistent with each rendering service provider's professional credential.

It is the responsibility of each rendering service provider to manage and be consistent with their professional name across all local, state and federal databases.

Each rendering service provider should verify that their professional name matches exactly to what is in the NPI (NPPES) database as well as the professional databases, InSyst and CG.

InSyst staff ID names may be viewed on InSyst reports (PSP121 – Caseload Report) or by using the Clinical Administrator Access "Search Staff" on the CG Home Page. To update InSyst names, use the InSyst Staff Number e-form (SUD or MHS). (The InSyst system only allows entry of the middle initial, the middle name cannot be spelled out.)

Please note, the *Staff Naming Convention* is linked to the NPI database (NPPES), or one's professional board, which must match the name as listed on the professional credential(s).