



# Contra Costa Mental Health Plan

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## NPI REGISTRATION AND ALTERATIONS

<https://nppes.cms.hhs.gov/>

### NPI Enumerator Contact Information

For assistance you can reach the NPI Enumerator by phone or email.  
1 (800) 465-3203 9 a.m. and 5 p.m. Eastern Time  
[customerservice@npienumerator.com](mailto:customerservice@npienumerator.com)

### Creating a new NPI

To complete the online application, you must first create an Identity & Access Management System (I&A) account. You may create an account by accessing the National Plan and Provider Enumeration System Home Page at <https://nppes.cms.hhs.gov/>, and completing the steps below:

1. Select the Create or Manage an Account link on the National Plan and Provider Enumeration System (NPPES) Home Page (Right side [Create or Manage an Account](#))
  - Note: you will be redirected to the Identity & Access website. Click ok to leave NPPES and transfer to CMS Identity & Access. Then click Accept.
2. Follow the steps to complete your I&A Registration.
  - Enter your email address and Submit. Then Accept on next screen.
  - Create a User ID and Password along with the security questions and click Continue.
  - Fill out personal information and complete the Identify & Access Registration.
3. Once you have successfully created an Identity & Access account, you may return to the NPPES Home Page and log into the NPPES website with your newly created Identify & Access User ID.
4. Select Apply for an NPI for myself.
  - For a Type 1 – Individual NPI for yourself. Select Apply for an NPI for another Individual to apply for a Type 1 – Individual NPI for another provider. Select Apply for an NPI for an Organization for a Type 2 – Organizational NPI.
  - Note: If you select Apply for an NPI for another Individual or Apply for an NPI for an Organization you will need to select your relationship with the provider as either an Employee of the Provider or a Surrogate working on behalf of the Provider.

5. Complete the Online Application.
6. At the end of the application, check the box on the submission page to certify that you have read the Privacy Act Statement, and select Submit.
7. You will be given a Tracking ID (TID), and an option to print your application for your records.

Once the application has enumerated, NPPES automatically transmits a notification to all email addresses listed on the NPI record. If the NPI record does not contain an email address, the notification is sent to the Business Mailing Address listed on the NPI record.

## Update Primary Practice Address

1. Go to <https://nppes.cms.hhs.gov/>
2. Sign into your account or click the forgot User ID and Password to reset.
  - If you forgot your User ID or Password:
    - Follow steps to reset password or call NPI Enumerator for assistance.
    - Return to the NPPES site and use your rest User ID and Password
3. When you sign in, you will be greeted with a MFA-Multi Factor Authentication
  - It will ask you where you wish to receive your verification code:
    - Pick either Primary Authentication Method or Alternative Authentication Method.
  - It will ask you if you are logging into the system on a Public or Private device
    - Pick either Public Device or Private Device.
  - Enter Code once it is received.
4. Scroll down to Manage Provider Information (Your name should appear in the grid)
5. Click the Pencil icon to the far right of your name.
6. The first screen is your profile. Scroll to the bottom and click next.
7. The 2nd screen is the address. Scroll to Practice Location and click the pencil on the far left.
8. Update your address to the location you primarily provide services
9. Click SAVE
10. Click Next on the lower left side of the screen until you get to the Error check.
11. Review for accuracy and click NEXT to submit
12. If your address does not update on NPPES within 48 hours call the NPI Enumerator.

## Changing the Taxonomy on existing NPI

1. Go to <https://nppes.cms.hhs.gov/>
2. Sign into your account or click the forgot User ID and Password to reset.
  - Is you forgot your User ID or Password:
    - Follow steps to reset password or call NPI Enumerator for assistance.
    - Return to the NPPES site and use your rest User ID and Password
3. When you sign in, you will be greeted with a MFA-Multi Factor Authentication
  - It will ask you where you wish to receive your verification code:
    - Pick either Primary Authentication Method or Alternative Authentication Method.
  - It will ask you if you are logging into the system on a Public or Private device
    - Pick either Public Device or Private Device.
  - Enter Code once it is received.
4. Scroll down until you see the Provider info, including the taxonomy code field and click on the **pencil icon** in the far-right column. This will take you through several screens and you will need to click on **Next** button at the bottom of the screen until you get to the taxonomy code screen.
5. Once on the taxonomy code screen, you can change the primary taxonomy code.
6. Click on Next again until you get to the final screen where you certify the changes made. To certify click the **Submit** button.