



If you are experiencing claim denials that indicate an Invalid NPI was billed or the NPI number is missing or invalid, please try the following to resolve the issue:

1. Ensure KMAP/Hewlett Packard has your NPI loaded to your profile.
2. If you have recently obtained a new NPI number, create a new claim on the KMAP system instead of copying an old claim. This will ensure the most updated data is included on the claim.
3. If you utilize the PEZ system to batch bill through KMAP, please contact KMAP and ensure that your NPI number is tied to both the PEZ profile as well as your KMAP profile. If your NPI number is not attached to the PEZ, it will not transmit over to United with your claims.
4. If you have recently obtained a NPI number, please ensure your NPI is a group NPI and not individual if you bill as an entity/facility. If you are unsure, please contact your Provider Advocate for assistance.
5. If you have confirmed that KMAP has your NPI loaded and you are billing claims as a new claim and are still experiencing claim denials, please contact your United Provider Advocate for assistance.