



FAQs

Updating Direct Addresses in the National Plan & Provider Enumeration System (NPPES)

To whom does this apply?

This applies to all providers who have an active National Provider Identifier (NPI) who use Henry Ford Health System's Epic as their primary Electronic Health Record (EHR).

What is my Direct Address?

A Direct Address is digital contact information used by EHRs to securely send patient information - such as laboratory results, patient referrals, or discharge summaries - directly to another health care professional. This form of information exchange enables coordinated care, benefitting both providers and patients.

A Direct Address is different from your HFHS email and CORP ID.

Can I use a Direct Address like an email address?

No. A Direct Address is used to send health information in an encrypted, secure, and reliable way directly from one EHR to another EHR.

Why do I have to update it?

The recently passed CMS Interoperability and Patient Access Rule mandated a centralized directory of provider electronic addresses (also known as "Direct" or "direct address") for data exchange be published by the National Plan & Provider Enumeration System (NPPES) as part of the requirement to promote interoperability. The purpose of providing digital contact information is to improve interoperability and the efficiency and effectiveness of electronic health information exchange.

The Rule states that providers must input their direct address as their digital contact information into NPPES, or they will be subject to public reporting for non-compliance.

Where do I find my Direct Address?

Please use the [Direct Address Lookup](#) to locate your name and Direct Address.

If your name does not appear in the file, please open a ticket with the [Help Desk](#) and assign it to the Epic SER Team, so a Direct Address can be generated for you.

How do I update my Direct Address?

Please follow the steps in this tip sheet: [Updating your Direct Address in NPPES](#).

When do I have to update my Direct Address?

All Henry Ford providers must update their direct address by March 31, 2021.

Where can I get more information?

Click on the links below for additional information:

- [National Plan & Provider Enumeration System](#)
- [CMS Interoperability and Patient Access rule Fact Sheet](#)

What if I still have questions?

Please contact MeaningfulUse@hfhs.org.