

Title: Updating your Direct Address in NPPES (National Plan & Provider Enumeration System)

Application: Inpatient and Ambulatory

Affected Role: Providers with an active National Provider Identifier (NPI)

Date: 03/08/2021

Revision Number: 2

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.

See the below steps for how you can update your Direct Address.

Try It Out

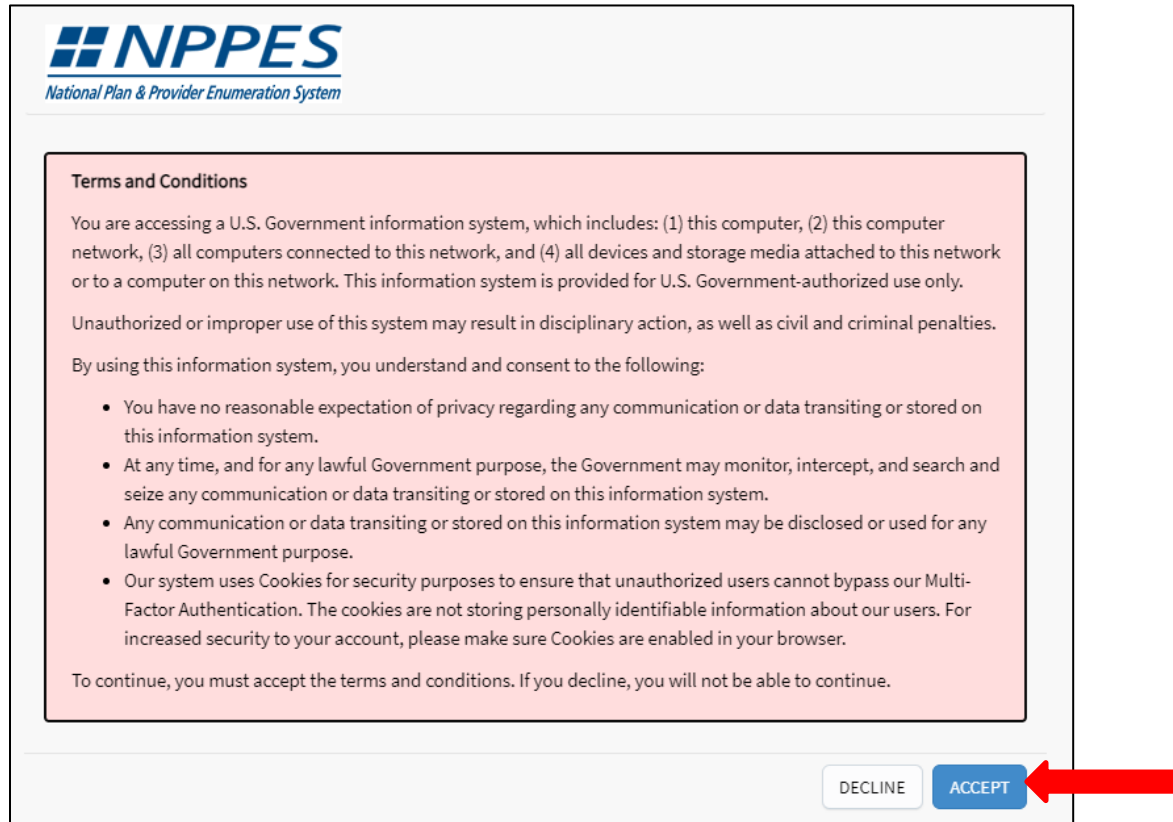
Updating your Direct Address in NPPES (National Plan & Provider Enumeration System)

Website: <https://nppes.cms.hhs.gov> (click the link to go to NPPES)

How to Retrieve your User ID and Password:

Before you can update your Direct Address in NPPES, you must first retrieve your User ID and Password. Most providers do not know their User ID or Password. Please note: the Excel spreadsheet that was linked in communications with this Tip Sheet lists your Direct Address, which is NOT your User ID for NPPES.

1. When you first log into **NPPES**, a **Terms and Conditions** page will display, please Click **Accept** on the **Terms and Conditions** page:



NPPES
National Plan & Provider Enumeration System

Terms and Conditions

You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

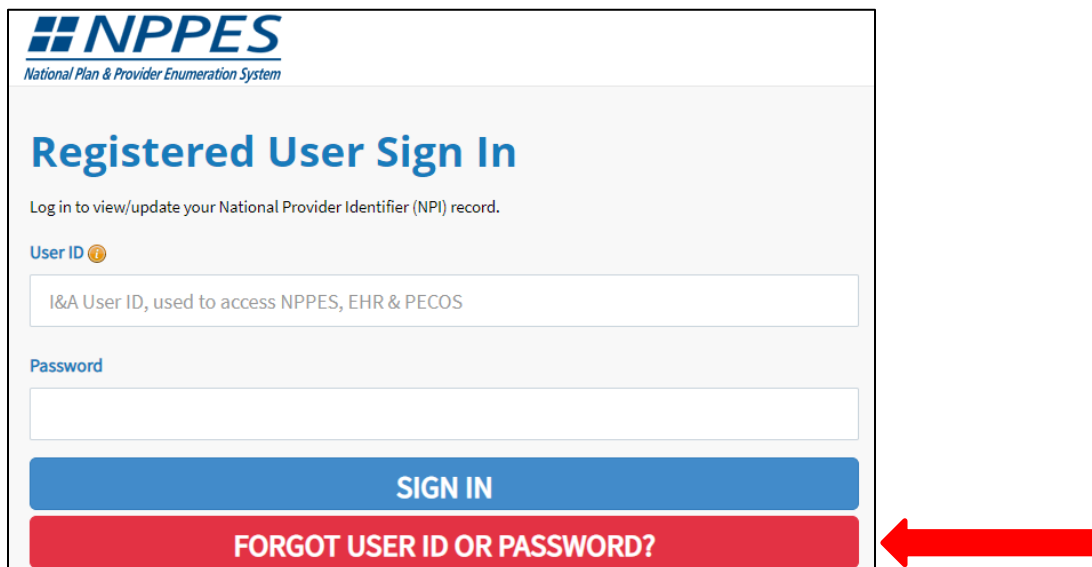
Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

- You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system.
- At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.
- Our system uses Cookies for security purposes to ensure that unauthorized users cannot bypass our Multi-Factor Authentication. The cookies are not storing personally identifiable information about our users. For increased security to your account, please make sure Cookies are enabled in your browser.

To continue, you must accept the terms and conditions. If you decline, you will not be able to continue.

2. To retrieve your User ID and Password, click on **FORGOT USER ID OR PASSWORD?**.



NPPES
National Plan & Provider Enumeration System

Registered User Sign In

Log in to view/update your National Provider Identifier (NPI) record.

User ID ⓘ

I&A User ID, used to access NPPES, EHR & PECOS

Password

3. A warning sign will pop up, letting you know that you are leaving the NPPES website and you are being directed to I&A to Reset your User ID or Password. I&A is a different website, that manages the User IDs and Passwords.

Click **OK**.

⚠ Leaving NPPES Website.

You are being directed to I&A to Reset your User Name or Password. When you are done, return to NPPES to log in and apply for or view/modify an NPI.

4. A **Terms and Conditions** page will first be displayed on I&A, click **Accept**.

CMS Centers for Medicare & Medicaid Services

Identity & Access Management System [Help](#)

Terms and Conditions

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- At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.
- Our system uses Cookies for security purposes to ensure that unauthorized users cannot bypass our Multi-Factor Authentication. The cookies are not storing personally identifiable information about our users. For increased security to your account, please make sure Cookies are enabled in your browser.

To continue, you must accept the terms and conditions. If you decline, you will not be able to continue.

5. From the home screen, please Click on **Retrieve Forgotten User ID**.

Sign In

* indicates required field(s)

* **User ID:**

* **Password:**

[? Forgot Password](#)

[? Retrieve Forgotten User ID](#)

[? Enter your PIN](#)

6. There are two options to Retrieve Forgotten User ID:

- Enter **E-mail Information**- if you select this option, your User-ID will be e-mailed to you. *If you are unsure which email would be associated with this account, please enter User Information instead.*

OR

- Enter **User Information**- if you select this option, your user ID will be immediately displayed to you.

7. Once you choose an option (E-mail Information or User Information), enter that information and then Click **Continue**.

Retrieve Forgotten User ID - Information

[« Back to Previous Page](#)

Note: You have two options for retrieving your User ID.

1. To have your User ID e-mailed to you, enter an e-mail address associated with your account.
2. To have your User ID immediately displayed to you, enter the User Information associated with your account.

If you choose to receive your User ID by e-mail and do not receive the e-mail within 24 hours, please return to this page and enter the User Information associated with your account.

* Indicates required field(s)

E-mail Information

* E-mail Address:

Continue

OR User Information

* Social Security Number (Enter Last 4 Digits):

* Date of Birth:
Ex: (MM/DD/YYYY)

* First Name:

* Last Name:

* Personal Phone Number:

* Home ZIP/ Postal Code:

Continue

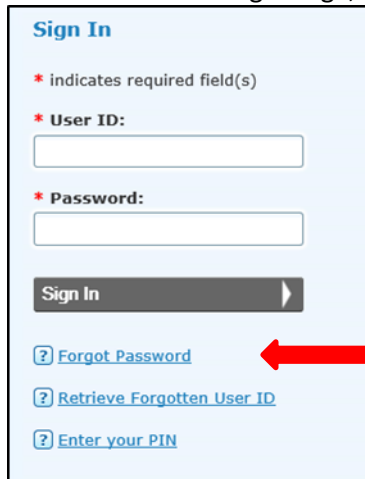
8. Follow the directions of the option you selected in Step 6 and Step 7:
- a. **E-mail Information:** If you chose to enter your E-mail, your User ID will be e-mailed to the email that you entered. Once you receive the email, click on **Continue to Login Page** to start the steps to reset your password.

Retrieve Forgotten User ID - Confirmation

The User ID has been sent to the e-mail address provided.

Continue to Login Page

Once back on the Login Page, Click **Forgot Password**.



Sign In

* indicates required field(s)

* **User ID:**

* **Password:**

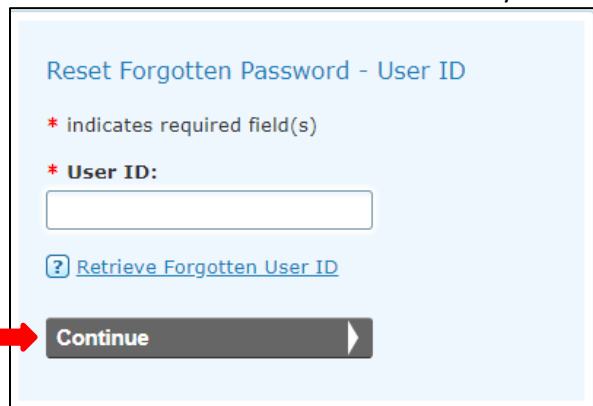
Sign In

[? Forgot Password](#)

[? Retrieve Forgotten User ID](#)

[? Enter your PIN](#)

Enter in the **User ID** that was e-mailed to you and then Click **Continue**:



Reset Forgotten Password - User ID

* indicates required field(s)

* **User ID:**

[? Retrieve Forgotten User ID](#)

Continue

The **Reset Forgotten Password – Challenge Information Page** will then be displayed.

To reset your password, you will need to successfully complete *one* of the following two options:

1. Correctly answer three Security Questions associated with your account.
2. Enter the User Information associated with your account.

If you choose Option 1, and are unable to correctly answer three of the Security Questions associated with your account, you will be required to complete Option 2 and correctly enter the User Information associated with your account before being allowed to reset your password.

Once you have completed one of the options, click **Continue**.

* indicates required field(s)

Security Questions

*Security Question 1:

What size shoe do you wear?

*Security Question 2:

What is your father's middle name?

*Security Question 3:

What is your SSN issue state?

Continue

OR User Information

* Social Security Number (Enter Last 4 Digits):

* Date of Birth:

Ex: (MM/DD/YYYY)

* First Name:

* Last Name:

* Personal Phone Number:

* Home ZIP/ Postal Code:

Continue

Continue to Step 9.

- b. **User Information:** If you entered **User Information**, the Forgotten User ID is immediately displayed after you clicked Continue. Please write this User ID down.
Click on **Continue to Change Password**, to reset your Password:

Retrieve Forgotten User ID - Confirmation



The User ID associated with this account is: **altruisti**

Continue to Change Password

9. Reset your Password to something that meets the Password Compliance of the I&A site, then click **Reset**:

Reset Password
[Back to Previous Page](#)

* indicates required field(s)

Please enter a new password, and the new password again for verification:

* New Password:


* Confirm New Password:

Password Compliance:
Must be different from your previous 6 passwords.
✓ Passwords may only be changed once every 24 hours.
✓ Must be 8-12 alphanumeric characters.
✓ Must contain at least one letter.
✓ Must contain at least one number.
✓ Must contain at least one [valid special character](#).
✓ Must not contain any invalid special characters.
✓ Must not start with numeric characters.
✓ Must not contain three repeating characters.
✓ Must not contain your first name or last name.
✓ Must not be the same as your User ID.
✓ New Password must match Confirm New Password.

Reset
Cancel

10. Once your Password has been reset, click **Continue to Login Page**:

Reset Forgotten Password - Confirmation

 Your password has been reset.

Continue to Login Page

11. From the I&A Login Page, Click on **NPPES**. This will redirect you back to the NPPES website, so you can log in (using your new User ID and Password) and update your Direct Address. Do not try to log into I&A to update your Direct Address.

Sign In

* indicates required field(s)

* **User ID:**

* **Password:**

Sign In

[? Forgot Password](#)

[? Retrieve Forgotten User ID](#)

[? Enter your PIN](#)

One account to access multiple systems

Create one account with the Identity & Access Management System to manage access to NPPES, PECOS, and EHR incentive programs, manage staff, and authorize others to access your information. **Create Account Now**



Use this system to register for Medicare or update your current enrollment information.



Register to receive EHR incentive payments for eligible professionals and hospitals that adopt, implement and upgrade or demonstrate meaningful use with certified EHR technology.



Use this system to apply for and manage National Provider Identifiers (NPIs).

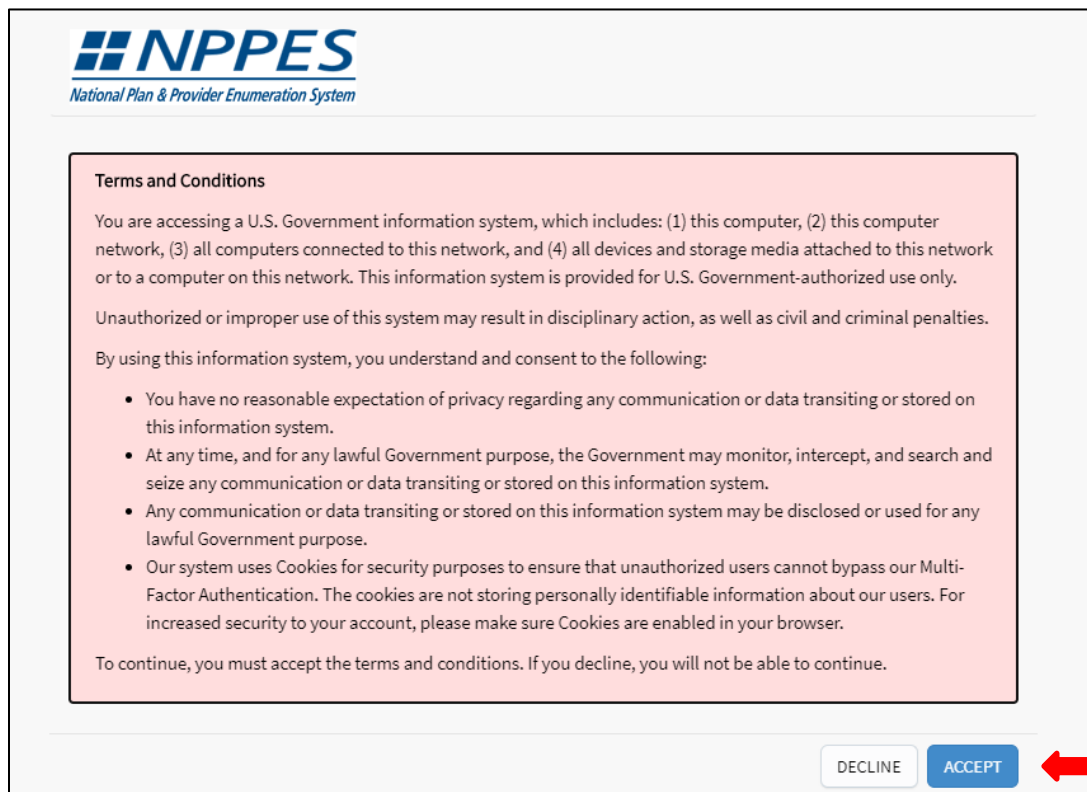
If you have any issues retrieving your User ID and Password:

Please call the Identity & Access (I&A) Management System help desk: **1-866-484-8049**.

How to Update your Direct Address:

Now that you have the User ID and Password for NPPES, you can log in to update your Direct Address.

1. Once you are redirected back to NPPES from the I&A site, the **Terms and Conditions** page will display, click on **Accept** on the **Terms and Conditions** page:



NPPES
National Plan & Provider Enumeration System

Terms and Conditions

You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

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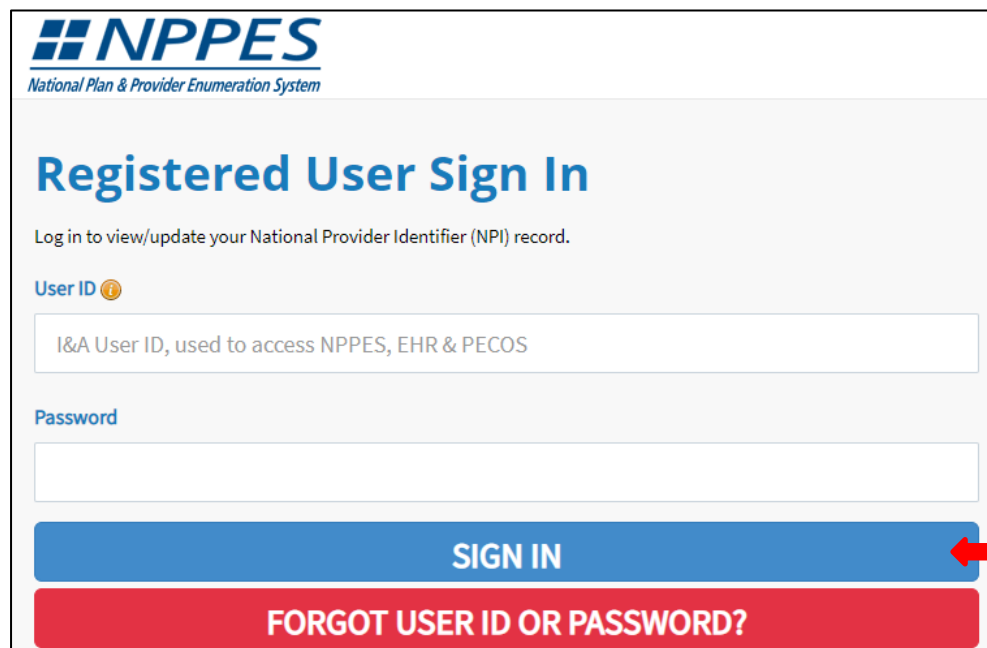
By using this information system, you understand and consent to the following:

- You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system.
- At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
- Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.
- Our system uses Cookies for security purposes to ensure that unauthorized users cannot bypass our Multi-Factor Authentication. The cookies are not storing personally identifiable information about our users. For increased security to your account, please make sure Cookies are enabled in your browser.

To continue, you must accept the terms and conditions. If you decline, you will not be able to continue.

DECLINE ACCEPT

2. Log into NPPES with the User ID and Password that you just retrieved from I&A, then Click **Sign In**:



NPPES
National Plan & Provider Enumeration System

Registered User Sign In

Log in to view/update your National Provider Identifier (NPI) record.

User ID ⓘ

I&A User ID, used to access NPPES, EHR & PECOS

Password

SIGN IN

FORGOT USER ID OR PASSWORD?

3. Use of the NPPES site requires **Multi-Factor Authentication (MFA)**.
If this is your first time using this site, you will have to set up Multi-Factor Authentication. Please follow the prompts on the site to set up MFA. Once that is set up, continue with the steps in this Tip Sheet.



Multi-Factor Authentication (MFA)


* Indicates Required fields.

* Select where you wish to receive your verification code:

☒ **Primary Authentication Method:** Phone Number Text/SMS: (xxx) xxx-6312

Need to make changes to where you receive your verification code? [Go to I&A and Reset MFA](#)

4. Enter Code that is sent to you and click **Verify Code**:



Multi-Factor Authentication (MFA)

* Indicates Required fields.

* Select where you wish to receive your verification code:

☒ **Primary Authentication Method:** Phone Number Text/SMS: (xxx) xxx-6312

Need to make changes to where you receive your verification code? [Go to I&A and Reset MFA](#)


* Are you logging in to the system on a Public or Private device?

☒ Public Device ⓘ
☐ Private Device ⓘ


* Enter Code:


Haven't received the code yet or need a new code?


5. You should now be on the **National Provider System Main Page**:



National Provider System Main Page

[Apply for a National Provider Identifier \(NPI\)](#)
 Apply for a Type 1 Individual Provider NPI or Type 2 Organization NPI. Individual Providers can only have one NPI, however, Organization Providers can have multiple NPIs.








INDIVIDUAL PROVIDER
[Apply for an NPI for myself](#) ⓘ



EMPLOYEE OR SURROGATE
[Apply for an NPI for another Individual](#) ⓘ


EMPLOYEE OR SURROGATE
[Apply for an NPI for an Organization](#) ⓘ

Manage Provider Information
 You currently have access to the NPIs associated with the providers listed below. Select the provider you wish to view or modify NPI data for. If the provider currently has more than one NPI associated with it, you need to select the  icon to expand the provider and view all NPIs associated with the provider.


Please scroll to the right using the scroll bar at the bottom of this table to see all available columns and actions


Type	TIN	Legal Business Name	Primary Practice Location	NPI	Primary Taxonomy	Status	Certification Date	Action
	XXX-XX-5424	Willner, Christopher	Detroit, MI	1881043594	Internal Medicine/Hematology &	Active	12/01/2020	    


6. To update your profile, navigate to the **Pencil Icon**  in the **Action** section. (You may have to scroll all the way to the right to be able to see this icon.)





7. Once you are in your profile, navigate to the **Health Information Exchange** section on the far-left hand side of the screen.


 MAIN PAGE


 PROVIDER


 **Provider Profile**


 Address


 **Health Information Exchange**

 Other Identifiers

 Taxonomy


 Contact Information

 Error Check

 Submission



8. Fill out the Required Fields (marked with an *):


Endpoint for Exchanging Healthcare Information (optional)

* Indicates Required fields.

The exchange of health information between doctors, nurses, pharmacists, other health care providers and patients can use endpoints to appropriately access and securely share a patient's vital medical information electronically. An endpoint is a device/address that provides a secure way for participants to communicate with each other.

Endpoint information will be made available on the [NPI Registry](#), [APIs](#), and [Data Dissemination Files](#) for users to receive and consume.

Endpoints should not include personal email information.

* Endpoint Type:

* Endpoint:

Endpoint Description:

Endpoint Use:

Endpoint Content Type:

* Is the Endpoint affiliated to another organization?

☐ Yes ☒ No

* Endpoint Location:

Add New Endpoint Location

☐ **Endpoint Use Terms and Conditions:** By checking this box, I agree that the information I provided is accurate to the best of my knowledge and can be shared electronically for healthcare information exchange purposes.

CLEAR

SAVE

If you are an Employed Henry Ford Health System Provider, please follow these steps:

A. Endpoint Type: Select *Direct Messaging Address*.

* Endpoint Type:

Direct Messaging Address

B. Endpoint: Enter your Direct Address in an accurate and appropriate format.

Your Direct Address can be found in the [Direct Address Look-Up](#) file. This is an address that is generated out of Epic and is different than your HFHS email. If your name is not listed in the Direct Address Look-Up file, please open a [Help Desk](#) ticket, assigning it to the Epic SER Team, to have one generated for you.

* Endpoint:

cwillner365576@direct.hfhs.org

C. Is the Endpoint affiliated to another organization?: Select **No**.

* Is the Endpoint affiliated to another organization?

☐ Yes ☒ No

D. Endpoint Location: Select a Henry Ford Health System location from the Endpoint Location dropdown:

* Endpoint Location:

2799 W Grand Blvd, Detroit MI 48202-2608, US

If one is not listed, click **Add New Endpoint Location** to add a Henry Ford Health System location:

Add New Endpoint Location

E. Endpoint Use Terms and Conditions:

After entering all the Endpoint information, users must attest to the accuracy of the information entered and provide consent to allow the sharing of their Endpoint information with other healthcare entities for the purpose of exchanging healthcare information electronically. This provides a secure and more efficient way for exchanging healthcare information electronically without the burden of mailing documentation

☒ Endpoint Use Terms and Conditions: By checking this box, I agree that the information I provided is accurate to the best of my knowledge and can be shared electronically for healthcare information exchange purposes.

F. Click Save

SAVE

G. Continue to Step 9 of the Tip Sheet

If you are a Private Practice Provider, please follow these steps:

A. Endpoint Type: Select **Direct Messaging Address**.

* Endpoint Type:

Direct Messaging Address ▼

B. Endpoint: Enter your Direct Address in an accurate and appropriate format.

* Endpoint: ⓘ

cwillner365576@direct.hfhs.org

C. Is the Endpoint affiliated to another organization?: Select **Yes**.

* Is the Endpoint affiliated to another organization?

☒ Yes ☐ No

D. Click on Choose Affiliation:

* Affiliation:

Choose Affiliation 🔍

E. Search for the appropriate Henry Ford Health System location by NPI:

<u>NPI</u>	<u>Organization Name</u>
1134144801	Henry Ford Health System (HFH)

1023114634
1407867559
1992725352
1962594317

Henry Ford Macomb Hospital Corporation
Henry Ford Health System (HFWB)
Henry Ford Wyandotte Hospital
W.A. Foote Memorial Hospital, Inc.

Search for Affiliated Organization

Please enter data for one of the following:

NPI

EIN

Organization Name (Legal Business Name)

Clear

Search

CANCEL

F. Endpoint Location: Select the address that is associated with the Endpoint Affiliated Organization:

* Endpoint Location:

2799 W Grand Blvd, Detroit MI 48202-2608, US

3800 Lakeland Ln, Bloomfield Hills MI 48302-1327, US

2799 W Grand Blvd, Detroit MI 48202-2608, US

G. Endpoint Use Terms and Conditions:

After entering all the Endpoint information, users must attest to the accuracy of the information entered and provide consent to allow the sharing of their Endpoint information with other healthcare entities for the purpose of exchanging healthcare information electronically. This provides a secure and more efficient way for exchanging healthcare information electronically without the burden of mailing documentation.

☒ **Endpoint Use Terms and Conditions:** By checking this box, I agree that the information I provided is accurate to the best of my knowledge and can be shared electronically for healthcare information exchange purposes.

H. Click **Save**

SAVE

9. After clicking **Save**, go to the **Error Check** section on the far-left hand side to verify there are no Errors with your Profile.

Provider Profile
Address
Health Information Exchange
Other Identifiers
Taxonomy
Contact Information
Error Check
Submission



10. If all areas are complete with no errors, go to the **Submission** section:

Provider Profile
Address
Health Information Exchange
Other Identifiers
Taxonomy
Contact Information
Error Check
Submission



11. In the **Submission** section, click the **Check Box** and then click **Submit** to update your profile with your Direct Address:



Submission Certification

After reading the terms and conditions listed below, check the box at the bottom of this page then click "Submit" to submit your application.

* Indicates Required fields.

- I have read the contents of the application and the information contained herein is true, correct and complete. If I become aware that any information in this application is not true, correct, or complete, I agree to notify the [NPI](#) Enumerator of this fact immediately.
- I authorize the [NPI](#) Enumerator to verify the information contained herein. I agree to keep the NPPES updated with any changes to data listed on this application form within 30 days of the effective date of the change.
- I have read and understand the [Privacy Act Statement](#).
- I have read and understand the **Penalties for Falsifying Information** on the [NPI](#) Application / Update Form as stated in this application. I am aware that falsifying information will result in fines and/or imprisonment.

Penalties for Falsifying Information:

18 U.S.C. 1001 authorizes criminal penalties against an individual who in any matter within the jurisdiction of any department or agency of the United States knowingly or willfully falsifies, conceals, or covers up by any trick, scheme or device a material fact, or makes any false, fictitious or fraudulent statements or representations, or makes any false writing or document knowing the same to contain any false, fictitious or fraudulent statement or entry. Individual offenders are subject to fines of up to \$250,000 and imprisonment for up to five years. Offenders that are organizations are subject to fines of up to \$500,000. 18 U.S.C. 3571(d) also authorizes fines of up to twice the gross gain derived by the offender if it is greater than the amount specifically authorized by the sentencing statute.

* ☐ I certify that this form is being completed by, or on behalf of, a health care provider as defined at [45 CFR § 160.103](#).

[← PREVIOUS](#)

[SUBMIT](#)

[SAVE & RETURN TO MAIN PAGE](#)

12. Your NPPES profile is now updated with your Direct Address.

Additional Tips

If you are having any issues trying to update your Direct Address in NPPES, please contact: MeaningfulUse@hfhs.org.