Medical Billing Professionals Support Suite

Telephone Verifications Now Required for ClaimMD Clearinghouse

2026-04-17 - Medical Billing Professionals - Comments (0) - General

Telephone Verifications Now Required for ClaimMD Clearinghouse

Whether you are using TherapyNotes, Sessions Health or we are billing for you in our Medisoft software, we are submitting claims via the ClaimMD clearinghouse.

ClaimMD has a new policy that for new Tax IDs or NPIs registered in their system the provider must confirm the info via a telephone call with ClaimMD (see a copy of ClaimMDs notice at the bottom of this message).

For our current clients, your current Tax IDs and NPIs are already registered. However, if you ever want to bill with a new Tax ID # or a different NPI (for example, an individual NPI rather than Group NPI), telephone verification is required.

When this happens we will send you an email with instructions, ***IT IS IMPERATIVE THAT YOU FOLLOW THE INSTRUCTIONS AND APPROVE YOUR INFO WITH CLAIM MD ASAP AND LET US KNOW WHEN APPROVED.*** Claims cannot be sent to payers with this new Tax ID or NPI until you have approved the info.

See below from ClaimMD. Again, when you do provide us new billing information like this we will email you instructions and you should handle immediately. As indicated below the number they will call will be the number in the NPPES database. You cannot call them and you cannot have them call a different number...unless you updated you contact phone numbers in the NPPES database first.

Adding a New Provider Now Requires Phone Validation

A phone validation step is now required for all newly created provider records.

Dear Valued Customer,
Claim.MD has added a new step for validating ownership of provider records. This process is designed to protect your provider data, while also helping safeguard the data of all other providers.
Any newly created provider record now requires a phone call to one of the phone numbers listed for that provider in the NPPES database. This quick verification confirms that the account is authorized to enroll the provider for ERA, eligibility, or claim submissions.
What to expect when adding a new provider to your account:

- The phone validation process takes less than 60 seconds in most cases.
- A provider representative must answer and approve the request before enrollments can be completed.
- Billing companies may initiate the validation call on behalf of their providers, however providers should be notified in advance so they can expect and approve the call.
- This step applies to all newly created provider records.

Additional details of this process can be reviewed in the Provider Validation Documentation.
API enrollments: If the user is completing enrollment through the API request, they will be prompted to complete this validation step the first time they enroll for a payer.
Why this matters: This additional verification step helps ensure only authorized parties can complete enrollments associated with the providers NPI, improving security for everyone.

Log in to Claim.MD

Questions or need assistance? For the fastest service, please open a support ticket. You may also contact us at support@claim.md.
Thank you for being a Claim.MD customer.
- The Claim.MD Team

You are receiving this notice because this email address is configured as a Claim.MD user.