



WelbeHealth Provider Alert

Date:	April 22, 2026
From:	WelbeHealth
To:	Health Plan Providers
Type:	Informational
Subject:	Updated requirements for Service Address NPI effective 06/01/2026
Business	PACE
State(s):	PACE - California

What is Changing?

To align with industry standards and DHCS encounter submission guidelines, WelbeHealth will begin rejecting Professional claims that are missing the Service Location NPI when a Service Location Name is present.

Implementation Details

- **Professional Claim Form (CMS-1500)**

If Box 32 (Service Facility Location Name) is populated, then Box 32a (Service Facility Location NPI) is required.

- **Electronic Claims (837P)**

When Loop 2310C (Service Facility Location) is submitted, the following elements are required:

- **NM103:** Service Facility Location Name
- **NM108:** "XX" (NPI qualifier)
- **NM109:** 10-digit Service Facility Location NPI

Note: If a service is rendered at the same address as the billing address, the service address should not be sent, as it can cause rejections.

Providers are encouraged to submit Service Location NPIs prior to the 06/01/2026 effective date. Claims submitted with the Service Location NPI before this date will be accepted.