

Quick Reference Guide: Understanding Error 382

Error 382 – Attending Provider Not on Provider Database

Common Causes:

- **No NPI:** An NPI must accompany the taxonomy when listing the attending provider.
- Attending **Provider ID** is **NOT** on file as an NPI or Non-NPI for the claim's dates of service (DOS).
- Locations with that NPI and Effective and/or End Dates and Contract effective and end dates are outside of the claim's DOS.

Explanation of Benefits (EOB)

Error 3382 will have the following explanation of benefits (Claim Header Error):

EOB	Description
3382	Attending Provider ID Missing/Unidentifiable

Attending Providers on Claims

When submitting information about the attending provider on any claim, the NPI for the attending provider should be listed, along with their correct taxonomy code. Mississippi Medicaid provides a tool anyone can use to look up provider information contained in the Medicaid Management Information System (MMIS).

Provider Look-up Tool

Visit the Provider Look-up Tool on the Mississippi Medicaid website to verify the provider information in the system.

<https://portal.msxix.net/ms/provider/Resources/SearchProviders/tabid/220/Default.aspx>

Search Provider

* Indicates a required field.

Enter your Address (City and State, County and State, or ZIP Code only).

City

State

Zip Code

County

Select Provider Criteria

*Provider Type

Physician

Provider Specialty

All Specialties

Results

5 per page

Show Advanced Search

Search Provider

*Note: This tool is not in real time and is updated twice a month.

1. Enter the search criteria for the provider. In the example below, the NPI is entered for the search.
2. Click Search Provider.

Search Provider

* Indicates a required field.

Enter NPI/Provider Medicaid ID.

NPI/Provider Medicaid ID

Enter your Address (City and State, County and State, or ZIP Code only).

City

State

Zip Code

County

Select Provider Criteria

Provider Type

Physician

Provider Specialty

All Specialties

Results

5 per page

Show Advanced Search

Search Provider

Print this section

Search Results							
Total Records: 1							
Provider	Address	Eligible Programs	CCO Affiliations	Phone	Specialty	Accepting Patients	Age Restrictions
MISSISSIPPI	MISSISSIPPI	Mississippi Medicaid MSCAN MSCHIP	MSCAN - MAGNOLIA HEALTH MSCAN - TRUECARE MSCHIP - MAGNOLIA HEALTHCARE MSCHIP - TRUECARE	1	Surgery	No	No

The search results are displayed below the search window.

3. Click on the hyperlink in the Provider column of the result you wish to view.

Provider Details for I

Back to Search Results

[View More Locations/Providers](#)

National Provider ID 1

Medicaid ID 2

Languages ENGLISH

Referral Needed? No

Gender I

Electronic Prescribing No

Website _

Accessibility Options _

Accepting Patients No

Age Restrictions N

TDD Capability _

TTY Capability _

Address

Address

City

County

State Mississippi

Zip Code

MAP

Phone

Taxonomy and Description	Office Hours	Eligible Programs	CCO Affiliations
208600000X-Surgery	Monday 8:00 AM - 5:00 PM Tuesday 8:00 AM - 5:00 PM Wednesday 8:00 AM - 5:00 PM Thursday 8:00 AM - 5:00 PM Friday 8:00 AM - 5:00 PM Saturday Closed Sunday Closed	Mississippi Medicaid MSCAN MSCHIP	MSCAN - MAGNOLIA HEALTH MSCAN - TRUECARE MSCHIP - MAGNOLIA HEALTHCARE MSCHIP - TRUECARE

Digital Contact Information

There is no Digital Contact Information on file for this provider.

The provider's details are displayed.

Change History

The following change history log contains a record of changes made to this document:

Version #	Published/ Revised	Author	Section/Nature of Change
0.1	4/24/2026	Gainwell	Initial publication