

ICD-10 FAQ

1. What should providers do to prepare for the transition to ICD-10?

Answer: Providers should monitor direction from CMS on the ICD-10 implementation at <http://www.cms.gov/Medicare/Coding/ICD10>. As the planning and implementation strategies move into the next phase of implementation, provider organizations should monitor direction from CMS on payment policy changes. The amount and level of preparation and the extent of education, credentials and knowledge of coding professionals will be an important consideration. The quality of medical record documentation will also contribute to a successful outcome.

2. Will CareCentrix be offering additional information regarding the migration to ICD-10?

Answer: Yes, CareCentrix will provide information via our portal and through other provider communications as the implementation date approaches.

3. How will ICD-10 affect CareCentrix policies?

Answer: A thorough evaluation of medical and payment policies as well as system configuration rules is being conducted. Where applicable, policies will be updated with appropriate ICD-10 codes. Please refer to our Provider Manual and Provider Portal for information on policy updates.

4. Will CareCentrix accept claims with both ICD-9 and ICD-10 codes?

Answer: No, any claims received either electronically or on paper with both ICD-9 and ICD-10 codes will be rejected. The appropriate code will be dependent on the service date, i.e. only ICD-9 for dates of service on or before 09/30/2014 and ICD-10 for dates of service after 10/01/2014.

5. Will CareCentrix enforce the ICD-10 implementation date?

Answer: CareCentrix is prepared to enforce ICD-10 consistent with applicable law, industry standards and the direction of our health plan customers.

6. Will CareCentrix conduct ICD-10 testing prior to the implementation date?

Answer: CareCentrix intends to test with its direct trading partners and health plan customers prior to the 10/01/2014 implementation date.

7. When will CareCentrix begin testing with its direct trading partners and health plan customers?

Answer: CareCentrix is scheduling testing in the 4th quarter of 2013 to begin testing January 2014.

8. What is your approach to testing with providers?

Answer: Large-scale internal testing of ICD-10 started during the last quarter of 2013.

EDRC 010

Note: The information provided in this document is subject to change as new information becomes available.

ICD-10 FAQ

Targeted external testing will follow beginning the first quarter of 2014. CareCentrix intends to test with all its direct trading partners and health plan affiliates. Direct provider testing is not necessary, although clearinghouse testing can be arranged if necessary.

9. When will CareCentrix begin accepting the new UB-04 and HCFA 1500 in preparation for ICD-10?

Answer: We anticipate that we will begin accepting the revised claim form on 1/6/2014, allowing dual usage of both old and new forms until 3/31/2014. On 4/1/14, CareCentrix will require submission on the new form and will reject any claim submitted on the old form.

10. Will CareCentrix use a crosswalk for claims processing?

Answer: No, we will not use a crosswalk for claims processing. Starting with dates of service on October 1, 2014, standard transactions must be submitted with the required ICD-10 diagnosis codes. After that date, we will process claims submitted with ICD-9 codes only for dates of services prior to October 1, 2014.

11. When will CareCentrix begin to accept ICD-10 codes for service authorizations?

Answer: Authorizations should be submitted with ICD-9 codes for service authorizations entered with a service start date prior to October 1, 2014. Any authorizations submitted for a service start date October 1, 2014 and beyond should be entered using an ICD-10 code.

12. Will the ICD-10 conversion impact provider contracting?

Answer: We do not anticipate any provider contract changes will be required due to the ICD-10 conversion because CareCentrix provider contracts do not reference to ICD-9 codes.

13. How will CareCentrix handle changes in payment with ICD-10?

Answer: There will be no change in the current claims processing logic, including fee schedules, outside of the coding remediation to ICD-10 code sets.

14. Do you anticipate any delays in payments due to the transition to ICD-10?

Answer: No. We do not anticipate any delays in payment due to the transition to ICD-10.