Three weeks & counting: Top Tips for Transitioning to ICD-10
Fall 2015

HP – Fiscal Agent for the
Arkansas Division of Medical Services

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Topics for Today

- Common problems/Solutions during ICD-10 testing
- Helpful information
- Questions

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Common Problems/Solutions during ICD-10 Testing

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Common Problems/Solutions during ICD-10 Testing

- **Test Submitter ID**
  - <u>Problem</u>: Vendors/Providers submitted claims using MC0* Production Submitter ID
  - <u>Solution</u>: Must obtain MC9* Test Submitter ID via EDI Help Desk

    Submitting claims with the MC9* Test Submitter ID routes the claims to the test environment.

    Upon identifying this issue, this information was posted on the AR ICD-10 website and also presented at the ICD-10 Town Hall meetings conducted in July/August.

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Common Problems/Solutions during ICD-10 Testing

- **Testing Dates of Service**
    - Problem: Vendors/Providers submitted claims using current dates of service instead of the testing dates of service
    - Solution: Testing effective date for ICD-10 is 7/1/14 (submit ICD-9 before 7/1/14, submit ICD-10 on/after 7/1/14)

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Common Problems/Solutions during ICD-10 Testing

- **Provider Electronic Solutions (PES)**
    - <u>Problem</u>: Vendors/Providers received errors when using any PES version lower than 2.23
    - <u>Solution</u>: Upgrade to PES Version 2.23

        PES V2.23 allows alphanumeric characters for diagnosis codes (all claim types) and surgery procedure codes (inpatient claim type only).

        Attendees of the ICD-10 Town Hall presentations were advised to ensure that they were running the updated PES Version 2.23 for ICD-10 testing.

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Common Problems/Solutions during ICD-10 Testing

- **Responses**
  - Problem: Vendors/Providers received delayed or no responses after submitting claims
  - Solution: Test environment is different and, at times, slower than the production environment. In the event of slow or delayed responses, we asked Vendors/Providers to wait up to 12-24 hours and try again to pull back responses on test claims.

  If assistance is still needed, please contact EDI Help Desk.

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Helpful Information

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Helpful Information

- PES Version 2.23 has been upgraded and published for ICD-10 compliance on 10/1/15.

- Verifying successful testing:
  - Providers should reach out to their vendor to determine if ICD-10 testing was successful for you.
  - Providers who performed their own ICD-10 testing, should verify responses from test claim submission.
  - REMINDER: ICD-10 Testing window was: 6/1/15 – 8/31/15

    Providers may obtain and MC9* Test Submitter ID from HP EDI Help Desk and test at any time.   However, the window for assistance with ICD-10 testing was 6/1/15 – 8/31/15.

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Helpful Information

- A crosswalk from ICD-9 to ICD-10 will not be provided.   Providers are advised to review the updated Provider Manuals, on the AR Medicaid website, which include the ICD-10 translations.   Providers are also advised to purchase the ICD-10 book.

- 10/1/15 ICD-10 compliance tips:
  - ICD-9 and ICD-10 will not be allowed on the same claim.
  - On INPATIENT CLAIMS, if the dates of service span 10/1/15, the entire claim will require ICD-10 coding.
  - On MEDICAL CLAIMS, if a global OB procedure code is present AND the dates of service span 10/1/15, the entire claim will require ICD-10 coding.
  - For ALL OTHER CLAIMS, if the dates of service span 10/1/15, the provider will be required to split bill.

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Helpful Information

- Contact the HP EDI Help Desk or your HP Provider Representative for questions.

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Questions?