

## **ICD-10 Frequently Asked Questions (FAQs)**

This information is intended to provide a general overview of what can be expected with the transition from ICD-9 to ICD-10 as it impacts VNSNY CHOICE providers. VNSNY CHOICE identifies the provider community to include:

- Fee-for-service providers, who submit claims for all contracted services.
- Capitated providers, who submit capitated encounters and are paid per member per month.
- Claim delegates who contract with VNSNY CHOICE and pay/process claims on behalf of VNSNY CHOICE. The delegates contract independently with physicians and hospitals and submit delegated encounters to VNSNY CHOICE.

If after reviewing this FAQ you have questions about VNSNY CHOICE and ICD-10 contact Provider Services on 1-866-783-0222.

### **Background**

#### **1. What is ICD-10?**

ICD-10 stands for the International Classification of Diseases, 10th Edition. It is the international standard for diagnostic classification. The United States (US) adapted the ICD-10 coding system as the official system of assigning codes to diagnoses used in all health care settings and to procedures associated with hospital utilization in the US.

- ICD-10-CM: Diagnosis codes used in all health care settings in the US.
- ICD-10-PCS: Procedure codes associated with hospital utilization in the US

#### **2. When will ICD-10 replace the current coding system, ICD-9?**

ICD-10 codes must be used if the date of service is on or after October 1<sup>st</sup>, 2015.

#### **3. What changes are occurring in ICD-10?**

Significantly more codes have been added and the codes provide more specificity. There have also been changes to the structure of the codes to allow for future expansion.

### Diagnosis Codes

Characteristic	ICD-9 Diagnosis	ICD-10 Diagnosis
<b>Code Set Name</b>	ICD-9-CM Vol 1 and 2	ICD-10-CM
<b>Number of Codes</b>	~ 14,000	~ 69,000
<b>Number of Characters</b>	3 to 5 Numeric (+ V & E codes)	3 to 7 Alphanumeric
<b>Example</b>	511.9 Unspecified pleural effusion V02.61 Hepatitis B carrier	A69.21 Meningitis due to Lyme disease S52.131a Displaced fracture of neck of right radius, initial encounter for closed fracture

### Procedure Codes

Characteristic	ICD-9 Procedure	ICD-10 Procedure
<b>Code Set Name</b>	ICD-9-CM Vol 3	ICD-10-PCS
<b>Number of Codes</b>	~ 4,000	~ 72,000
<b>Number of Characters</b>	3 to 4 Numeric	7 Alphanumeric
<b>Example</b>	44.42 Suture of duodenal ulcer site	0DQ10ZZ Repair upper esophagus, open approach

#### 4. Will ICD-10 replace Current Procedural Terminology (CPT) procedure coding?

No. The switch to ICD-10 does not affect CPT coding for outpatient procedures. Like ICD-9 procedure codes, ICD-10 PCS codes are for hospital inpatient procedures only.

### Claims Processing

#### 5. Will VNSNY CHOICE accept ICD-9 codes after October 1<sup>st</sup>, 2015?

VNSNY CHOICE will follow CMS guidance and will only accept ICD-10 codes for dates of service on or after October 1st, 2015. For inpatient claims, ICD-10 codes must be used for a date of discharge on or after October 1st, 2015.

#### 6. Is there a transition period where I can use either ICD-9 or ICD-10 codes without having my claims rejected?

No. ICD-9 and ICD-10 codes are dependent on the date of service (DOS) for outpatient services and date of discharge (DOD) for inpatient services. ICD-9 codes must be used if the DOS/ DOD is prior to October 1st, 2015. ICD-10 codes must be used if the DOS/ DOD is on or after October 1st, 2015.

#### 7. Will VNSNY CHOICE accept a claim that has both ICD-9 and ICD-10 codes?

No. VNSNY CHOICE will follow CMS guidance and will require that only one version of ICD codes be submitted on a claim. If both ICD-9 and ICD-10 codes are submitted on a claim, the claim will be rejected as a claim submission error.

**8. Will ICD-10 apply to claims submitted to VNSNY's OPS (and SCP) Systems?**

No, claims submitted to through the OPS system will not be affected and will continue to be processed in the same manner.

**9. Will VNSNY accept 837 batches with both ICD-9 and ICD-10 claims spanning the conversion deadlines?**

Yes. VNSNY CHOICE will accept 837 batches containing both ICD-9 and ICD-10 claims as long as each claim uses the correct coding.

**10. Can I drop my claims to paper and continue using ICD-9?**

No. The current professional and facility claim forms have been revised to support ICD-10.

- The UB-04 facility claim form includes the FL 66 Diagnosis and Procedure Code Qualifier field. The qualifier field value for ICD-9 is 9 and for ICD-10 is 10.
- The CMS-1500 version 02/12 professional claim includes an ICD version indicator in field 21. The value for ICD-9 is 9 and the value for ICD-10 is 0 (zero).

**11. Will there be extensions given for timely filing during the ICD-10 transition time?**

No. VNSNY CHOICE does not anticipate extending timely filing deadlines.

**12. How do I submit a claim for services that span the ICD-10 compliance date?**

For an outpatient claim, the claim should be split based on the date of service. Services performed prior to October 1st, 2015 should be billed on one claim using ICD-9 diagnosis codes and services performed on or after October 1st, 2015 should be billed on another claim using ICD-10 diagnosis codes.

For an inpatient claim, ICD-10 codes should be used if the date of discharge is on or after October 1st, 2015.

VNSNY CHOICE is following CMS guidance on institutional services that span the October 1st, 2015 compliance date. Refer to the CMS guidance published in [MLN Matters® Number SE1325](#) for specific billing scenarios.

**13. What do I do if my claim is rejected?**

If you attempt to submit a claim electronically and it is rejected it is because there is an issue with the information billed. For example if you have used ICD-9 codes for outpatient dates of service after October 1st, 2015, the claim would be rejected. Review the claim carefully for billing errors relating to diagnosis code or other issues, and resubmit.

**14. What do I do if my claim is denied or I believe the amount paid is incorrect?**

Firstly review the Explanation of Payment (EOP) to determine why the claim denied. Often claims are denied due to billing errors. If this is the case, submit a corrected claim.

If after reviewing the EOP you are still unsure why the claim was denied, or you believe it was denied incorrectly, call VNSNY CHOICE Provider Services on 1-866-783-0222. Our representatives are available to help you Monday through Friday, 8am-8pm.

If after consulting with Provider Services you still believe the claim was incorrectly denied you can submit a written dispute/appeal. Fill out the dispute form ([https://www.vnsnychoice.org/sites/default/files/PROVIDER\\_DISPUTE\\_RESOLUTION\\_Form%20%28UPDATED%20072415%29.pdf](https://www.vnsnychoice.org/sites/default/files/PROVIDER_DISPUTE_RESOLUTION_Form%20%28UPDATED%20072415%29.pdf)) and make sure to explain clearly why you believe the claim was incorrectly processed and provide supporting documentation. Disputes must be submitted in writing to the address on the form.

For Medicare non-contracted provider appeals, in accordance with CMS mandates, appeals can only be considered if accompanied by a signed waiver of liability statement. You can find the waiver of liability form at: <https://www.vnsnychoice.org/sites/default/files/WAIVER%20OF%20LIABILITY.pdf>.

Remember to submit the dispute/appeal in line with the timeframes specified in your contract with VNSNY CHOICE and in the Provider Manual.

## Provider Reimbursement

### **15. Do you anticipate any delays in processing or payments due to the switch to ICD-10?**

VNSNY CHOICE does not expect delays in processing or payment of a claim due to ICD-10 if the claims are properly coded based on the latest CMS guidelines. Rejection or denial due to misuse of new codes is possible.

### **16. Do you expect that ICD-10 will have an impact on capitation payments to providers?**

VNSNY CHOICE does not expect an impact to capitation. Providers who have entered into a capitated agreement with VNSNY CHOICE receive a check per member per month (pmpm) regardless of whether they submit claims for that member.

## Authorizations

### **17. How will VNSNY CHOICE handle authorization of services that occur on or after the ICD-10 compliance date of October 1st, 2015?**

VNSNY CHOICE will issue authorizations based on the request date.

- All authorization and referral requests prior to and including September 30<sup>th</sup>, 2015, are required to use ICD-9 codes.
- All authorization and referral requests submitted on or after October 1st, 2015 are required to use ICD-10 codes.

### **18. How will VNSNY CHOICE handle authorization of services that span the ICD-10 compliance date of October 1st, 2015?**

VNSNY CHOICE will provide two authorizations, one for services up to and including September 30<sup>th</sup>, 2015 and another for services on and after October 1<sup>st</sup>, 2015. Separate claims should be submitted for services before and after the compliance date.

## Managed Long Term Care

### 19. What ICD-10 code should be used for the Managed Long Term Care program where the ICD-10 codes used diagnosis 799.9?

VNSNY CHOICE is following the guidance provided by the New York Department of Health for the eMedNY Program. For claims submitted with an ICD-9 primary diagnosis code of 7999 that is described as 'Other Unspecified Diagnosis', the New York State Department of Health is recommending the use of ICD-10 code R69 "Illness, unspecified".

### More Information

- Centers for Medicare and Medicaid Services: <http://www.cms.gov/ICD10/>
- Workgroup for Electronic Data Interchange: <http://www.wedi.org>
- ICD-10-CM official guidelines for coding and reporting:  
[www.cms.gov/Medicare/Coding/ICD10/downloads/7\\_Guidelines10cm2010.pdf](http://www.cms.gov/Medicare/Coding/ICD10/downloads/7_Guidelines10cm2010.pdf)
- American Health Information Management Association: <http://www.ahima.org>
- American Medical Association checklist for tips on preparing provider offices for ICD-10 (registration required): [www.ama-assn.org/resources/doc/washington/icd10-checklist.pdf](http://www.ama-assn.org/resources/doc/washington/icd10-checklist.pdf)

**IMPORTANT:** The information contained in this document is designed to provide a general overview of what can be expected with the transition from the International Statistical Classification of Diseases and Related Health Problems, Ninth Revision, (ICD-9) to ICD-10 as it impacts VNSNY CHOICE's business. The information provided is not intended to address all of the Centers for Medicare & Medicaid Services (CMS) requirements and implications mandating the use of ICD-10 and should not be used as legal advice for implementation activities. We encourage you to seek any professional advice you may need, including legal counsel, regarding how the new requirements will affect your specific practice. VNSNY CHOICE is providing this information for general informational purposes only.