

ICD-10 Stakeholder Council

WELCOME

October 1, 2015



ICD-10 Stakeholder Council

Opening Remarks



ICD-10 Stakeholder Council

Medi-Cal ICD-10 Resources for Providers



Medi-Cal Resources Available to Providers for ICD-10

▶ Medi-Cal Website

- Medi-Cal recommends frequent monitoring of the Medi-Cal website for updates, tips, tools, and reported issues.

▶ Telephone Service Center (TSC)

- Providers with billing issues specific to claims submitted need to contact the TSC for assistance (800) 541-5555

▶ Medi-Cal ICD-10 Help Desk

- Stakeholders with general questions about ICD-10 or global ICD-10 issues should contact the ICD-10Medi-Cal@xerox.com mailbox.



Medi-Cal Resources Available to Providers for ICD-10

The screenshot shows the Medi-Cal website interface. At the top, there is a search bar with the text "Search Medi-Cal" and a "GO" button. Below the search bar is the "CA GOV" logo and the text "Department of Health Care Services" and "Medi-Cal". A navigation menu includes "Home", "Transactions", "Publications", "Education", "Programs", "References", and "Contact Medi-Cal". Below the navigation menu is a "System Status | Website Tour" link.

On the left side, there is a section for "Office of Governor Edmund G. Brown Jr." with a "Visit his Website" link. Below this is the Medi-Cal logo and a "RELATED" section with links to "DHCS", "CA Dept Public Health", and "Medi-Cal Information for Individuals and Families".

In the center, there are two columns of links. The "HOT NEWS" column includes "Affordable Care Act (ACA)", "Code Conversions New!", "Hospital Presumptive Eligibility", "ICD-10", and "Medi-Cal System Replacement New!". The "FEATURED LINKS" column includes "Beneficiary News", "Billing Tips", "CMC", "Forms", "Medi-Cal Rates", "Provider Enrollment", "FAQs", "HIPAA", "NCCI", and "Provider Manuals".

On the right side, there is a "SYSTEM STATUS" section with a red exclamation mark icon and the text "ALERT". Below this is a "MCSS" (Medi-Cal Subscription Service) section with the text "News and System Status Alerts from Medi-Cal" and an "Email Address" input field with a "Next" button. Below the MCSS section is an "Outreach & Education" section with a circular logo and the text "SCPI". Below the SCPI section is a "NewsFlash" section with the text "SEPTEMBER BULLETINS" and "News Archives".

Red arrows point to the following elements: the "Transactions" menu item, the "ICD-10" link in the HOT NEWS section, the "ALERT" text in the SYSTEM STATUS section, the "Email Address" input field in the MCSS section, and the "SEPTEMBER BULLETINS" section in the NewsFlash section.

NewsFlash

SEPTEMBER BULLETINS

News Archives

- ⇒ ICD-10: FAQs Update
- ⇒ Issue Resolved: Erroneously Issued Resubmission Turnaround Documents
- ⇒ ICD-10 Codes Accepted as Secondary Diagnosis for Incontinence Supplies
- ⇒ Reversal of Void and Resubmission of Family PACT Claims
- ⇒ POS Device Update: Hedony for HIPAA ASC X12N v 5010A1

Outreach & Education



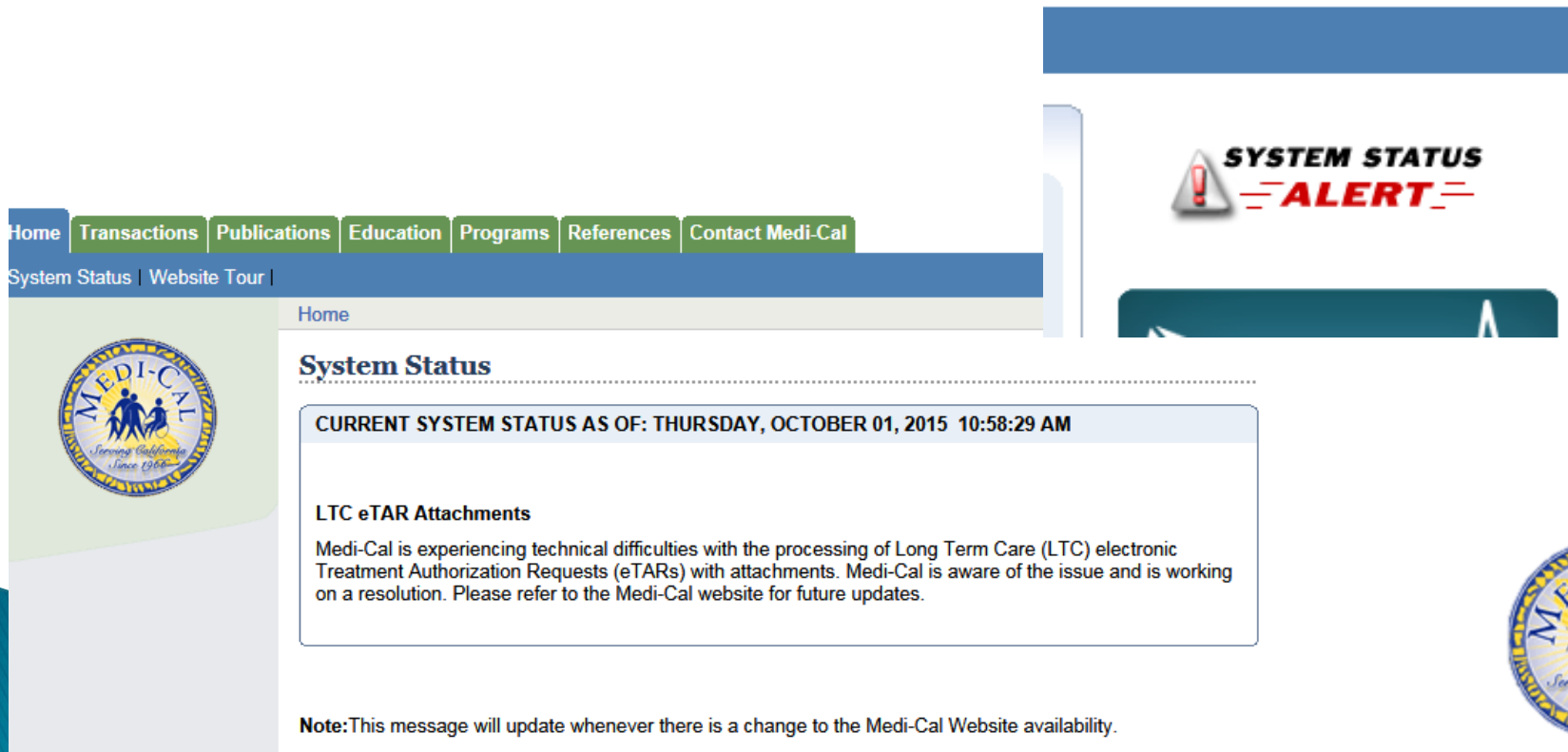
SCPI

SCPI provides information on pending as well as paid and denied claims!

Medi-Cal Resources Available to Providers for ICD-10

▶ System Status Alert

- Medi-Cal Alerts Available to Providers to inform of system issues identified



The screenshot displays the Medi-Cal website interface. At the top, there is a navigation menu with links for Home, Transactions, Publications, Education, Programs, References, and Contact Medi-Cal. Below the menu, the page title is "System Status | Website Tour |". The main content area features a "System Status" section with a "CURRENT SYSTEM STATUS AS OF: THURSDAY, OCTOBER 01, 2015 10:58:29 AM". Under this heading, there is a sub-section titled "LTC eTAR Attachments" with the following text: "Medi-Cal is experiencing technical difficulties with the processing of Long Term Care (LTC) electronic Treatment Authorization Requests (eTARs) with attachments. Medi-Cal is aware of the issue and is working on a resolution. Please refer to the Medi-Cal website for future updates." A note at the bottom states: "Note: This message will update whenever there is a change to the Medi-Cal Website availability." To the right of the screenshot, there is a large blue rectangular area and a graphic that reads "SYSTEM STATUS ALERT" with a red exclamation mark icon.



Medi-Cal Resources Available to Providers for ICD-10

▶ Medi-Cal Subscription Service

- Signing up for MCSS ensures that providers receive an alert in their email when a NewsFlash or System Status Alert is posted



The image shows a screenshot of a web form for the Medi-Cal Subscription Service (MCSS). The form has a dark blue background with white text and icons. At the top left is an envelope icon, and at the top right is a white ECG line. The text reads: "MCSS" in large white letters, "MEDI-CAL SUBSCRIPTION SERVICE" in smaller white letters below it, and "News and System Status Alerts from Medi-Cal" in a light green italicized font. Below this is a white text input field with the placeholder text "Email Address". At the bottom center is a rounded rectangular button with the text "Next".



Medi-Cal Resources Available to Providers for ICD-10

CA .GOV Department of Health Care Services **Medi-Cal**

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HIPAA: ICD-10

DHCS will begin accepting ICD-10 codes for claims with dates of service on and after October 1, 2015. DHCS will be monitoring claims processing closely and will be able to respond to questions quickly. We look forward to October 1, 2015 when we will be in full compliance with the CMS final rule.

The International Classification of Diseases, 10th Revision (ICD-10) is a diagnosis and procedure coding system replacing the ICD-9 coding system. Due to the enhanced specificity and level of detail of the ICD-10 code set, the transition is anticipated to have a significant impact on Medi-Cal health plans, health care providers and trading partners. The ICD-10 Clinical Modification (CM) and Procedure Coding System (PCS) codes will improve the ability to govern reimbursement, monitor a population's health, track trends in disease and treatment, and optimize health care delivery.

This change will impact reimbursements, so it is important to prepare for the upcoming changes. The [Latest News](#) for ICD-10 is available on the Centers for Medicare & Medicaid Services website. The links below provide additional information about ICD-10. Providers and submitters are encouraged to check this page periodically for new information.

Frequently Asked Questions (FAQs)

- [ICD-10 FAQs](#)

Downloads

- [ICD-9 Policy Holding Library](#)
- [Medi-Cal ICD-10 Transition Checklist](#)

Articles

- [ICD-10: FAQs Update](#)
- [ICD-10-CM Codes for Family PACT IUC/IUD Procedures](#)
- [Provider Manual Section Updates for ICD-10](#)

HIPAA

- [What is HIPAA?](#)
- [NPI](#)
- [HIPAA 5010](#)
- [ICD-10](#)
- [Code Conversions](#)
- [HIPAA Privacy](#)
- [HIPAA Links](#)
- [Medi-Cal Comment Forum](#)
- [FAQs](#)
- [Archives](#)

REFERENCES

- [Affordable Care Act \(ACA\)](#)
- [APR-DRG](#)
- [Beneficiary News](#)
- [Billing Tips](#)
- [Claim Form Updates](#)
- [CMC Submission](#)
- [Contract Drug List](#)



Medi-Cal Resources Available to Providers for ICD-10

▶ FAQ's

▶ ICD-9 Policy Holding Library

▶ ICD-10 Implementation Billing Guide

Frequently Asked Questions (FAQs)

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→ [Medi-Cal ICD-10 Transition Checklist](#)

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→ [ICD-10-CM Codes for Family PACT IUC/IUD Procedures](#)

→ [Provider Manual Section Updates for ICD-10](#)

→ [CHDP Provider Manual Section Updates for ICD-10](#)

→ [Family PACT ICD-10 Updates](#)

→ [ICD-10 Implementation Billing Guide](#)



What can providers do to reduce payment delays?

In order to decrease the likelihood of delays in claim processing and payment following the ICD-10 implementation on October 1, 2015 providers should verify their billing system and processes:

- ▶ Claims with dates of service/dates of discharge prior to 10/1/2015 contain ICD-9 codes and the ICD code indicator/qualifier is set for ICD-9.
- ▶ Claims with dates of service/dates of discharge on or after 10/1/2015 contain ICD-10 codes and the ICD code indicator/qualifier is set for ICD-10.
- ▶ Reviewed the updated provider manuals for ICD-10 on the Medi-Cal website (scheduled for publication on 9/16/2015).



Questions on DRG

Providers: Use APR-DRG Pricing Calculator Before Submitting an Inquiry Regarding ICD-10 Claims

Prior to submitting an inquiry regarding a payment discrepancy, providers are encouraged to use the APR-DRG Pricing Calculator, located on the [DRG web page](#), under FY 15-16 Pricing Resources to determine whether the DRG claim is priced correctly with the new ICD-10 codes.

It is recommended that providers check the Medi-Cal and DRG website regularly for any updates.



What can providers do if their system is not ready?

Providers who are still working to remediate their billing system for ICD-10 have the following options available:

- ▶ Use Medi-Cal's online services to submit claims
- ▶ Submit paper claims
- ▶ Use a third party vendor
 - Providers can find a list of vendors in the [CMC Developers, Vendors and Billing Services Directory](#) on the Medi-Cal website to assist with the conversion to ICD-10.



ICD-10 Stakeholder Council

ICD-10 Policy/Guidance Updates



Provider Manual Corrections

Medi-Cal identified some corrections for the ICD-10 Provider Manuals following the publication of the manuals in September. Corrections are posted in the NewsFlash area of the Medi-Cal website. Provider Manual corrections will occur in the manual during the next normal monthly bulletin.

Corrections to Date:

- ▶ FPACT
- ▶ Incontinence



Provider Manual Corrections – FPACT

ICD-10-CM Codes for Family PACT IUC/IUD Procedures

September 17, 2015

ICD-10-CM codes T83.32XA and T83.32XD are not to be listed in the *Benefits: Family Planning* section of the *Family PACT Policies, Procedures, and Billing Instructions* manual. ICD-10-CM codes T83.32XA and T83.32XD will be removed from the Family PACT manual in a future *Family PACT Update*, with an effective date of October 1, 2015.



Provider Manual Corrections – Incontinence

ICD-10 Codes Accepted as Secondary Diagnosis for Incontinence Supplies

September 23, 2015

Effective for dates of service on or after October 1, 2015, the following ICD-10-CM diagnosis codes are accepted as secondary diagnosis for incontinence supply claims:

F98.0	N39.498	R39.2
F98.1	R15.2	R39.81
N39.3	R15.9	R39.89
N39.41 – N39.46	R30.1	R39.9
N39.490	R32	

Manual pages reflecting these changes will be released in a future *Medi-Cal Update*.



ICD-10 Implementation Billing Guide Update

Medi-Cal will be adding the following instructions to the ICD-10 Implementation Billing Guide for clarity.

This update is in review for publication and therefore the language may change slightly. However, the billing instruction will not be changed.

The following item will be added in the Special Instructions section to provide clarity for OB Global Billing

Pregnancy: Global Billing

Providers who bill obstetrical services on a global basis will use the FROM date of service to determine the ICD code set to be used when billing. Claims with a FROM date of service prior to 10/1/2015 must use ICD-9-CM diagnosis codes. Claims with a FROM date of service on or after 10/1/2015 must use ICD-10-CM diagnosis codes.



ICD-10 Stakeholder Council

Provider Concerns/Barriers



ICD-10 Stakeholder Council

Upcoming Schedule



Stakeholder Council Schedule

▶ Meetings

- October 1, 2015
- October 15, 2015
- October 29, 2015
- November 12, 2015
- December 3, 2015 (assess schedule frequency)



ICD-10 Stakeholder Council

**Thank you
for your participation!**

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ICD-10 Mailbox: ICD-10Medi-Cal@xerox.com

