

## **Frequently Asked Questions**

### **When will I have to start using ICD-10 codes?**

ICD-10 will be effective October 1, 2015. Your practice must start using ICD-10 codes for services provided on or after that date. Billing for outpatient services are based on the date of service and inpatient services are based on CMS rules or your health plan contract. This applies to both electronic and hard copy claims.

### **How do ICD-10 codes differ from ICD-9?**

ICD-10 is much more complex and drills down to the patient's illness in much greater detail. Increased knowledge of anatomy and physiology will be required.

### **Do my medical records need more detail when I use ICD-10?**

Yes. Because of the increased specificity of the new code set, it's important that the documentation in medical records be adequate so that coders can select the correct ICD-10 code for billing.

### **Can I use both ICD-9 and ICD-10 codes on my claim?**

No. Each claim can contain only one code set. Do not mix ICD-9 and ICD-10 codes on a single claim.

### **If I have outpatient services that begin before October 1 and end on or after that date, can I still make one claim for those services?**

No. Outpatient claims that span the October 1 compliance date need to be split. Service dates up to September 30 would be on one claim with ICD-9 codes; services on and after October 1 would be on another claim with ICD-10 codes.

### **I have a case that needs precertification, but I don't know if any of the services will occur after October 1. What codes should I use on my precertification request?**

We recommend that precertification requests made on or after September 1 for services that might not be completed by September 30 should be submitted using both ICD-9 and ICD-10 codes. Please check with your respective health plan regarding precertification requirements.

### **How can my staff and I learn the codes needed for ICD-10?**

Coders should take the time to become more familiar with this new code set by attending classes/seminars from an accredited coding institution. There's an increased amount of specificity with these codes and the use of non-specific codes is discouraged.

### **What other preparations should I make?**

Providers must ensure that their billing and claims systems are compatible with the new ICD-10 format.

**Who do I contact if I have more questions?**

If you have additional questions please contact your health plan directly:

<b>Aloha Care</b> Provider Services 973-1650 (Oahu) 1 (800) 434-1002 toll-free (Neighbor Islands)	<b>HMAA/HWMG</b> Provider Relations 591-0888 x304 (Oahu) 1 (800) 621-6998 x304 toll-free (Neighbor Islands) ProviderRelations@hmaa.com or ProviderRelations@hwmg.org
<b>HMSA</b> 948-6330 (Oahu) 1 (800) 790-4672 toll-free (Neighbor Islands) ICD10@hmsa.com	<b>Kaiser Foundation Health Plan, Inc.</b> 432-5965 (Oahu) 1 (877) 875-3805 toll-free (Neighbor Islands) ICD10-Information@kp.org
<b>MDX Hawai'i</b> Provider Services 532-6989 (Oahu) 1 (800) 851-7110 toll-free (Neighbor Islands)	<b>'Ohana Health Plan</b> Customer Service 1 (888) 846-4262 toll-free
<b>UnitedHealthcare Community Plan Hawaii</b> 1 (888) 980-8728 toll-free	<b>UHA Health Insurance</b> Customer Service 532-4000 (Oahu) 1 (800) 458-4600 toll-free (Neighbor Islands)