

# ICD-10 Readiness

## *A Summary of Payors Testing Efforts*

*August 2015*

### Overview

The International Classification of Diseases (ICD) is a standardized coding system for medical conditions, diagnoses, and institutional procedures. ICD-10 consist of a new set of codes that will replace the previous ICD-9 codes, which contain outdated and/or obsolete terms that are inconsistent with current medical practice. Effective October 1, 2015, all health care providers in the United States must use ICD-10 codes when reporting and submitting claims.<sup>1</sup> Use of ICD-10 is an essential requirement of the Health Insurance Portability and Accountability Act of 1996.<sup>2</sup> The implementation of ICD-10 will help achieve health care reform goals by providing better quality data for reporting and outcome measurements as the greater specificity of ICD-10 codes is more effective in capturing public health diseases, which federal, State, and local officials, including researchers, utilize for purposes of public health research, reporting, and surveillance.<sup>3, 4</sup>

### About the Summary

The Maryland Health Care Commission surveyed the five largest payors in the State inquiring about the status of their ICD-10 preparedness activities. The survey collected information on payors' end-to-end testing efforts,<sup>5</sup> testing partners,<sup>6</sup> and information on who to contact should providers have any questions. None of the payors indicated plans to accept ICD-10 codes ahead of the effective date. A summary of payors' responses follows:

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<sup>1</sup> Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS) codes will continue to be used for outpatient, ambulatory, and office-based procedures.

<sup>2</sup> Public Law 104-191.

<sup>3</sup> Centers for Medicare & Medicare Services, *ICD-10: A Health Care Priority*, May 2013. Available at: [www.cms.gov/eHealth/ListServ\\_ICD10\\_AHealthCarePriority.html](http://www.cms.gov/eHealth/ListServ_ICD10_AHealthCarePriority.html).

<sup>4</sup> For additional information on ICD-10 and provider resources, visit: [www.cms.gov/Medicare/Coding/ICD10/providerresources.html](http://www.cms.gov/Medicare/Coding/ICD10/providerresources.html) or [www.roadto10.org](http://www.roadto10.org).

<sup>5</sup> End-to-end testing provides reasonable assurance of operational readiness through a test environment that involves the submission of test claims with ICD-10 codes and the receipt of a remittance advice explaining the adjudication of the claims. For more information, visit: [www.wedi.org/forms/uploadFiles/36BEE00000542.toc.7.31\\_Payer\\_Combined.pdf](http://www.wedi.org/forms/uploadFiles/36BEE00000542.toc.7.31_Payer_Combined.pdf).

<sup>6</sup> Testing partners can include a wide range of provider types as well as other entities, including but not limited to government agencies, clearinghouses, software vendors, third party administrators, pricing partners, and auditors. A clearinghouse is a company that functions as an intermediary forwarding claims information from health care providers to payors. Among other things, a clearinghouse makes sure that the procedural and diagnosis coded being submitted are valid.

| <i>Aetna/Coventry</i>                    |  |
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| <b>ICD-10 Testing Status:</b>            | Complete – large-scale internal and targeted external testing, which included institutional, professional, and outpatient claims   |
| <b>Testing Partners:</b>                 | Contacted entities with whom they planned to test with; strongly encourages providers to contact clearinghouses and other business partners to conduct testing   |
| <b>Testing Time Frame:</b>               | October 2012 – July 2015   |
| <b>ICD-10 Testing Results:</b>           | Evaluating results; available information can be found at the following link: <a href="http://www.aetnaeducation.com/ihtml/application/student/interface.NewAetna/banner/front_articles/icd10_testing_results.html">www.aetnaeducation.com/ihtml/application/student/interface.NewAetna/banner/front_articles/icd10_testing_results.html</a> |
| <b>Questions/Additional Information:</b> | Call the local provider services number or visit: <a href="http://www.aetna.com/health-care-professionals/icd-10-5010-npi-information/icd-10-faqs.html">www.aetna.com/health-care-professionals/icd-10-5010-npi-information/icd-10-faqs.html</a>   |

| <i>CareFirst</i>                         |   |
|--|---|
| <b>ICD-10 Testing Status:</b>            | In process – providers submit claims through clearinghouses and receive appropriate acknowledgements; claims are then adjudicated and test remittance advices returned  |
| <b>Testing Partners:</b>                 | Invited clearinghouses and a subset of providers representing a full spectrum of provider types and specialties   |
| <b>Testing Time Frame:</b>               | June 8, 2015 – August 28, 2015  |
| <b>ICD-10 Testing Results:</b>           | Available information can be found at the following link: <a href="http://www.carefirst.com/icd10">www.carefirst.com/icd10</a>  |
| <b>Questions/Additional Information:</b> | E-mail: <a href="mailto:ICD-10@carefirst.com">ICD-10@carefirst.com</a> or visit: <a href="http://provider.carefirst.com/providers/resources/icd-10.page">provider.carefirst.com/providers/resources/icd-10.page</a> |

| <i>Cigna</i>                             |  |
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| <b>ICD-10 Testing Status:</b>            | Complete   |
| <b>Testing Partners:</b>                 | Included clearinghouses that submit directly to Cigna  |
| <b>Testing Time Frame:</b>               | January 2012 – July 2015   |
| <b>ICD-10 Testing Results:</b>           | Available information can be found by visiting the provider portal at: <a href="http://www.CignaforHCP.com">www.CignaforHCP.com</a> and navigating to: <i>Resources&gt; Medical Resources&gt; ICD-10</i>   |
| <b>Questions/Additional Information:</b> | Providers may contact their Cigna Relationship Manager, call customer service at 1-800-882-4462, or visit Cigna’s provider portal at: <a href="http://www.CignaforHCP.com">www.CignaforHCP.com</a> and navigate to: <i>Resources &gt; Medical Resources&gt; ICD-10</i> |

| <i>Kaiser Permanente Mid-Atlantic States</i> |  |
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| <b>ICD-10 Testing Status:</b>                | Complete – testing partners were offered the option to conduct as detailed a test as they prefer; testing opportunities were offered three times in an effort to accommodate all those who wanted to participate   |
| <b>Testing Partners:</b>                     | Engaged all provider types and other entities, including both in and out-of-network providers, specialty service providers (e.g., ambulance, durable medical equipment, etc.), government agencies, clearinghouses, software vendors, third party administrators, pricing partners, and auditors |
| <b>Testing Time Frame:</b>                   | March 2014 – July 2015   |
| <b>ICD-10 Testing Results:</b>               | Only testing partners that elected to participate can receive test results, scenarios executed, and test data (de-identified) pertinent to their specific requests or needs  |
| <b>Questions/Additional Information:</b>     | Contact Sirena Perkins, Provider Dispute Resolution Analyst, at <a href="mailto:sirena.t.perkins@kp.org">sirena.t.perkins@kp.org</a> or 301-816-7193   |

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| <i>UnitedHealthcare</i>                  |   |
| <b>ICD-10 Testing Status:</b>            | Complete  |
| <b>Testing Partners:</b>                 | Selected and notified a broad selection of providers (e.g., facilities, physicians, laboratories, etc.) and clearinghouses  |
| <b>Testing Time Frame:</b>               | July 2013 – August 2015   |
| <b>ICD-10 Testing Results:</b>           | Available at UnitedHealthcare's ICD-10 Resource Center at:<br><a href="https://www.unitedhealthcareonline.com/ccmcontent/ProviderII/UHC/en-US/Assets/ProviderStaticFiles/ProviderStaticFilesPdf/Tools%20and%20Resources/HIT/PCA11471_DRG_Shifting_Info_Sheet.pdf">https://www.unitedhealthcareonline.com/ccmcontent/ProviderII/UHC/en-US/Assets/ProviderStaticFiles/ProviderStaticFilesPdf/Tools%20and%20Resources/HIT/PCA11471_DRG_Shifting_Info_Sheet.pdf</a> |
| <b>Questions/Additional Information:</b> | E-mail: <a href="mailto:ICD-10questions@uch.com">ICD-10questions@uch.com</a> or visit:<br><a href="http://www.unitedhealthcareonline.com/b2c/CmaAction.do?channelId=6fa2600ae29fb210VgnVCM1000002f10b10a">www.unitedhealthcareonline.com/b2c/CmaAction.do?channelId=6fa2600ae29fb210VgnVCM1000002f10b10a</a>  |

## Remarks

Payors have taken laudable steps to ensure their information technology systems can support ICD-10. All payors reported implementing fairly comprehensive testing initiatives, some going back a number of years. In general, these initiatives are aimed at ensuring that the transition to ICD-10 does not cause disruption in processing electronic claims. Health care professionals interested in learning more about ICD-10 should review information published by the Centers for Medicare & Medicaid Services (CMS):

- <https://www.cms.gov/Medicare/Coding/ICD10/index.html?redirect=/ICD10>.

CMS has also made the following ICD-10 transition information available to health care professionals:

- [Quick Start Guide](#);
- [ICD-10 Infographic](#);
- [Road to 10: The Small Physician Practice's Route to ICD-10](#); and
- [Countdown to ICD-10: 10 Facts About ICD-10](#).

This brief was completed by Nicole Majewski, Health Policy Analyst-Advanced, within the Center for Health Information Technology & Innovative Care Delivery under the direction of the Center Director, David Sharp, Ph.D. For information on this brief, please contact Nicole Majewski at 410-764-3839 or by email at [nicole.majewski@maryland.gov](mailto:nicole.majewski@maryland.gov).