



MOLINA HEALTHCARE PR ICD-10 FAQ

On March 31, 2014, the senate voted to approve a bill to delay the implementation of ICD-10-CM/PCS by at least one year. President Obama signed the bill into law on April 1, 2014, officially shifting the deadline for ICD-10 compliance from October 1, 2014 to no earlier than October 1, 2015.

How is Molina handling the ICD-10 10/1/15 deadline?

Molina has completed a significant portion of our remediation activities. We will continue to move ahead with remediation of all our systems as planned. This includes remediation of all impacted systems, affected business processes, and policies. We will refocus our efforts in regard to external testing before deadline.

Do we still need to reach out to Molina to be chosen as a test partner?

If you are already confirmed test partner, we will work with you directly for testing efforts. If you previously requested to be a Molina test partner, you are still on our list.

Any new requests or date specific questions should be sent to the Molina ICD-10 Inbox (MHPRProvider@MolinaHealthCare.Com).

Will Molina meet the compliance date and be capable of accepting transactions containing ICD-10-CM/ICD-10-PCS codes and/or ICD-10 based Diagnosis Related Groups (DRGs)?

As of the transition date, Molina will accept transactions containing ICD-10 CM and PCS codes, as well as ICD-10 based DRGs.

What is Molina's approach to ICD-10 code conversion?

Molina will use GEMs (General Equivalency Mappings), as well as other coding methodologies, as a guide to assist in understanding and translating ICD-9 codes to ICD-10. Molina will remediate all systems and processes impacted by ICD-10

natively (coding to documented business requirements) and does not intend to crosswalk ICD-9 codes to ICD-10 codes.

Will Molina support dual processing of ICD-9 and ICD-10 codes?

Molina will continue to accept ICD-9 coded claims with dates of service or discharge dates prior to the compliance cutoff date. We will only accept ICD-10 coded claims for any dates of service on or after the ICD-10 effective date.

Will Molina require claims to be coded to ICD-10 even if a supplier is not covered under the HIPAA mandate?

Yes

Does Molina plan to conduct any testing with providers? What is the expected date that testing will begin?

Molina plans to conduct testing with providers and clearinghouses but will be unable to test with every provider. We will make every effort to accommodate as many provider test requests as possible. Our primary method of external testing will request providers send us claims re-coded to ICD-10 for a set of claims that we originally processed as coded to ICD-9. Test data will need to be submitted in 837 transaction format and be transmitted through Emdeon or any other clearinghouse.

Molina has Health Plans in multiple states and our testing windows will vary by state. We will be adjusting our schedule for external testing. We encourage providers who want to test with us to contact us at

MHPRProvider@MolinaHealthCare.Com

Will Molina renegotiate the contract with providers to replace ICD-9 codes with ICD-10 codes? If so when will renegotiation process occur?

Molina will review each contract individually and formulate a strategy that meets the specific needs of that contractual relationship. Contracts containing specific ICD-9 codes and in some instances contracts that have descriptions of diagnoses and procedures will be re-negotiated. If you have questions about your provider contract, please contact your Provider Service Representative.

All provider contracts will be amended to add verbiage regarding compliance with the CMS mandate and standard HIPAA file format transactions. Where applicable, those changes will be housed in the Molina Provider Manual and, as such, become incorporated into your contractual agreement with Molina.

Does Molina expect delays in payment during the transition from ICD-9 to ICD-10?

Although Molina strives for minimal disruption in operations, we acknowledge that with any change as broad as ICD-10 there is a potential for an increase in processing time and a higher volume of inquiries during the transition. Molina will leverage proven techniques to effectively manage increased workload in any area requiring it.

What will the appeal process be for resubmission of ICD-9-based claims with ICD-10 codes during the transition period?

Molina will follow the date of service of the claim; if it was originally filed with ICD-9 coding and the date of service was prior to the ICD-10 compliance deadline, we will continue to accept that claim through the appeal process with ICD-9 coding.

Will Molina be changing its medical policies for ICD-10?

No, we do not currently intend to change our overall internal medical policies due to ICD-10. We will continue to utilize industry standard guidelines for evaluating medical necessity.

Will Molina's pre-authorization policy and guidelines for requesting pre-authorizations change with the implementation of ICD-10?

We do not anticipate changing our pre-authorization policies. We will continue to use third-party systems to validate that services are necessary and appropriate for a given diagnosis.

What is the earliest date (prior to the mandated transition date) that your health plan will accept pre-authorization requests with ICD-10 codes/descriptions?

We will begin to accept pre-authorization requests coded to ICD-10 one month in advance of the mandated compliance date for services that are anticipated to be performed after the mandated ICD-10 compliance deadline.

Will providers have to request new authorizations coded to ICD-10 where the service dates of the current authorization cross the mandated compliance deadline?

The authorization process will be thoroughly tested in advance of the implementation date.

How do you keep your providers informed of your ICD-10 changes? Do you have an ICD-10 communication forum that we can participate in?

Molina anticipates providing information via existing communication vehicles such as provider manuals and newsletters, Molina's website, as well as provider service representatives on site visits, and will communicate as frequently as necessary to keep open channels of communication. We will publish key updates on our website:

<http://www.molinahealthcare.com/providers/common/medicaid/hipaa/Pages/codesets.aspx>

Where can I find more information on ICD-10?

Please refer to these industry resources to help guide you with your ICD-10 planning and preparation:

- [Centers for Medicare & Medicaid Services \(CMS\)](#)
- [Workgroup for Electronic Data Interchange \(WEDI\)](#)
- [National Center for Health Statistics \(NCHS\)](#)

Contact Us

For ICD-10 questions, send us an email to: MHPProvider@MolinaHealthCare.Com

Remember that you can visit our web site: www.molinahealthcare.com/providers/pr or you can reach us at 1-888-558-5501 from 7:00 am to 7:00 pm, Monday through Friday for additional information.

Edmundo R. Cabán, MHSA
AVP Provider Network

August 18, 2015