

Montgomery Medical Society

11.19.2013

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Agenda and Presenters

ICD 10 Overview

Casey Baldwin, Change Management

CareFirst Website Resources

Dorothy Woods, Senior Provider Relations Representative

CareFirst ICD-10 Update

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Common Objectives For ICD-10

- **ICD-10 Mandate**
 - HHS has mandated that all covered entities adopt the ICD-10 format by **October 1, 2014**.
 - Despite ongoing rumors of a delay in the ICD-10 date, CareFirst is following the current guidance that the transition will be **effective** and **enforced** on October 1, 2014.

- **Common objectives of ICD-10**
 - Providers, trading partners, and payers are all working towards the successful **creation, submission, and payment** of claims using the new ICD-10 code set

Definition of Success for CareFirst



Receive clean claims electronically

- Receive clean claims that are properly coded in ICD-10
- Receive the majority of claims electronically (no spike in paper claim submission)



Process and adjudicate claims in a timely manner



Process in place to address questions and disputes on claims

- CareFirst help desk and provider service areas knowledgeable about ICD-10 codes and CareFirst policy

Definition of Success for Providers



Doctors and nurses provide inputs to medical coders at the correct level of granularity for ICD-10 codes

- Internal documentation is updated for ICD-10
- Doctors and nurses understand the level of granularity in ICD-10 codes to be able to document their notes in enough detail



Medical coders understand and can use the more detailed ICD-10 codes

- Coders understand the ICD-10 code set, and can select the right code based on the doctor's or nurse's documentation
- Claim payment will be based on the current DRG grouper



IT systems and forms are updated to include ICD-10 codes

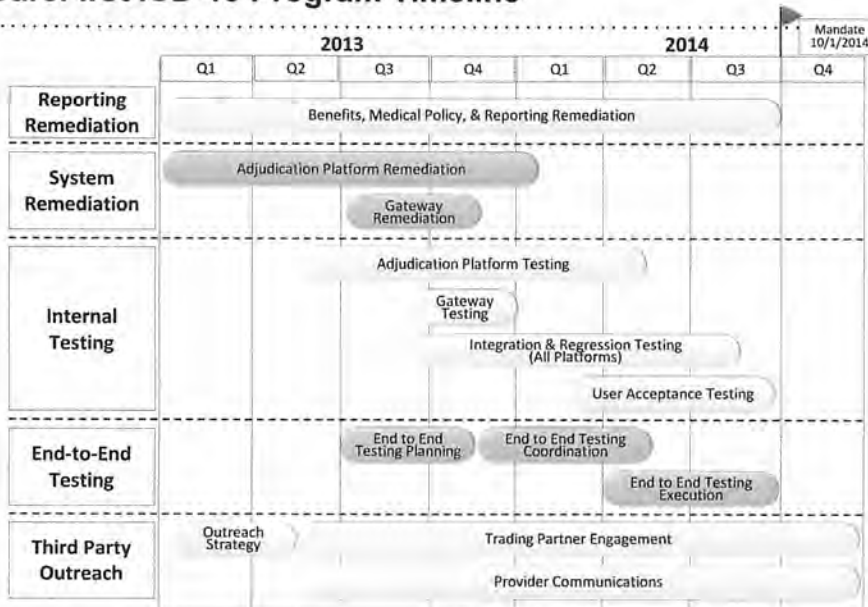
- Systems are updated and tested internally
- Testing confirms that claims submission occurs successfully

CareFirst Progress Report

- CareFirst has completed updates to our Claims Gateway, and is finishing the updates to our Adjudication Platforms
- We are currently performing internal testing of all our systems
- Additionally, we are in the middle of our internal planning for End-to-End testing with our Trading Partners and selected Providers

Activity	Status
System Updates	
• Claims Gateway	<input checked="" type="checkbox"/>
• Adjudication Platforms	Jan 2014
Internal Testing	
• Claims Gateway	Jan 2014
• Adjudication Platforms	Q2 2014
• Integration Testing	Q3 2014
End-to-End Testing	
• E2E Test Planning	Q4 2013
• E2E Test Coordination	Q1-Q2 2014
• E2E Test Execution	Q2-Q3 2014
CareFirst Staff Readiness	
• CareFirst Staff Training	Q3 2014

CareFirst ICD-10 Program Timeline



Topics of Interest: End to End Testing

- CareFirst will be conducting End-to-End testing with our Trading Partners and a **subset** of our Providers (based on claims submission volume, type, and CareFirst capabilities)
- CareFirst will reach out to the selected Providers to begin coordinating testing in Q4 2013 and Q1 2014. Testing will begin in early Q2 2014.

Activity	2013				2014			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Testing Strategy								
End-to-End Test Planning								
End-to-End Test Coordination								
End-to-End Test Execution								

Topics of Interest: Claim Submission Rules

CareFirst has completed an **ICD-10 Claims Submission Guidelines** document covering:

- Whether to submit a claim using ICD-9 or ICD-10 codes based on the claim type and dates of service
- Whether a claim with services spanning the October 1 transition can be submitted as a single claim, or if it needs to be split into two claims

These guidelines will also provide information on:

- Interim billing
- Member payment implications
- Claims filing and appeals windows

These guidelines will be available in our next Provider Portal ICD-10 page update.

Topics of Interest: ICD-10 Training

Because training on ICD-10 covers the coding of claims, CareFirst **will not** be able to provide training to Providers on the new code set.

Instead, there are independent resources available for physicians/medical coders providing these training sessions. For example:

- American Association of Professional Coders (AAPC)

<http://www.aapc.com/icd-10>

- American Health Information Management Association (AHIMA)

<http://www.ahima.org/icd10/training.aspx>

Providers are responsible for their own ICD-10 readiness.

Topics of Interest: Contract Updates

CareFirst contract negotiations occur on a pre-determined schedule that **will not** be changed due to the ICD-10 transition.

As Provider contracts come up for renegotiation, any changes that need to be incorporated as a result of the ICD-10 transition will be raised during the negotiation cycle.

Topics of Interest: Medical Policy Updates

Medical policies are **not** changing as a result of ICD-10.

CareFirst medical policies do not currently reference ICD-9 codes, and they will not reference ICD-10 codes after the transition. We are mapping the policies to ICD-10 codes internally, but these mappings will not be part of the policy.

As new policies are needed based on non-ICD-10 justifications, CareFirst will add or update our medical policies as necessary. As always, the current medical policies are available in the Medical Policy Reference Manual on the Provider Portal.

Find The Latest Information

CareFirst will publish the latest updates to our Provider Portal, including:

- Progress updates
- Provider FAQs
- ICD-10 Claims Submission Guidelines

Additionally, you can reach our ICD-10 program team directly by emailing us at ICD-10@carefirst.com.



Questions?

CareFirst's Electronic Resources



Self Service Tools

First Line CareFirst's Voice Response Unit (VRU)

CareFirst Direct CareFirst's web-based inquiry tool

These tools should be used for your inquiries

- Information on how to use CareFirst Direct or the VRU is available by signing up for seminar or a webinar
- Providers who use a billing agency to assist with their practice should give the billing practice access to CareFirst Direct and instruct them to enroll in the webinars on carefirst.com

Education and Training

CareFirst has many webinars to educate providers. Here are some of the key advantages:

- last no longer than 30 minutes
- offered different times of the day
- various topics such as CareFirst direct, 835 remittance, updating provider information, voucher/notice of payments, and products

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Welcome to CareFirst.com!

Providers & Physicians Home

Provider Self-Services
You need fast, reliable online resources. These six easy tools can help.
[LEARN MORE](#)

Quick Links

- Preventive Services under PPACA: Manuals, Guides & Forms
- Find Your Provider Representative
- Claims & Electronic Capabilities (CERES & JIR)
- Update Practice Information
- Find a Provider
- Credentialing
- Medical Policy & Pre-certification

Access Our Secure Sites for:
CareFirst Direct
PCMH

User ID: _____
Password: _____
 Remember Me

[LOGIN](#) | [REGISTER NOW](#)

Access Members Health Record
Need Help Logging In?
Forgot User ID? | Forgot Password?

News
Get Weekly Receive News via Email
ECBSA GRID Dental Corp. to

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Resources

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Welcome to CareFirst.com!

Manuals, Guides & Forms
CareFirst offers provider manuals and quick reference guides for use by network providers. These documents are designed to help you and your office staff understand member eligibility, benefits and claim status follow-up, and use our online tools. Provider forms are also available.

Professional | Institutional | Dental | Reference Guides | Forms

Quick Reference Guides

Guide	File Size	Download Icon
The Provider Quick Reference Guide	493 KB	
Provider Link List	120 KB	
HealthyBlue Quick Reference Guide	474 KB	
Vendor Contacts	228 KB	
Guidelines for Provider Self-Services	2.5 MB	
CareFirst Direct	741 KB	
FirstLine Guide - Professional	111 KB	
FirstLine Guide - Institutional	212 KB	
The Center for Provider Education & Training	325 KB	
Place of Service Code Assignments	108 KB	

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- Secure Access to:
- Pre-Authorization Screens
 - CareFirst Direct Inquiries
 - Eligibility
 - Remittances
 - Claims Inquiries
 - Fee Schedules

Providers who use a billing agency to assist with their practice should give the billing practice access to CareFirst Direct and instruct them to enroll in the webinars on carefirst.com

CareFirst

My Profile My Claims My Log Out

Pre-Auth / Notifications CareFirst Direct Inquiries Referrals Providers & Physicians

Eligibility Claims Status Remittance Authorization Out-of-Area Auth Claim Inquiry (ASIS) Fee Schedules Your Profile



CareFirst Direct

We've introduced our site. CareFirst Direct has a new look and feel, improved site navigation, and additional features and services for providers. Updates continue to be found in the CareFirst Fee Schedule information and the User Management Tool.

Check out the latest enhancements.

Have Questions?

Contact Customer Support
For Technical Support (877) 526-6395
Monday - Friday
7:00 a.m. - 5:00 p.m. EST
Saturday
7:00 a.m. - 1:00 p.m. EST

Highlights

as of December 2012.
Participating Dental Providers may now obtain dental history and complete benefit information for Regional Dental members. These members can be identified by the dental indicators "D" and "DP" on the membership identification card.
Have two minutes? Click on the "Your Profile" tab at the top of the page for tutorials on resetting passwords and accessing claims information.

Quick Links

- Review and verify your provider information
- The Center for Provider Education & Training
- What's New in CareFirst Direct

Questions?