MassHealth
All Provider Bulletin 249
July 2015

TO: All Providers Participating in MassHealth

FROM: Daniel Tsai, Assistant Secretary and Director of MassHealth

RE: **ICD-10 Implementation Readiness**

MassHealth Status

In accordance with the federal mandate, MassHealth will adopt the International Classification of Diseases, 10th Edition (ICD-10-CM) and the inpatient hospital procedure coding standards known as ICD-10-PCS (collectively referred to as ICD-10) on October 1, 2015. All HIPAA-covered entities must use ICD-10 codes on claims and other health care transactions submitted for dates of service on or after October 1, 2015, and for inpatient services with dates of discharge on or after October 1, 2015, including

- claims
- referrals
- prior authorization requests
- preadmission screening requests
- Management Minutes Questionnaires (MMQs)

MassHealth has completed its remediation of the Medicaid Management Information System (MMIS) and Provider Online Service Center (POSC) to support ICD-10, and is currently conducting trading partner testing with MassHealth providers and vendors.

Implementation Readiness

MassHealth strongly encourages providers to take the necessary steps to prepare for the MassHealth implementation of ICD-10. This includes, but is not limited to, the following actions.

- Review the MassHealth ICD-10 website at www.mass.gov/masshealth/icd-10 to obtain useful information related to MassHealth's implementation, including billing instructions, provider presentations, FAQs, key concepts, and testing tips. These materials are key to successfully implementing ICD-10 with MassHealth.

- Update practice management systems to accommodate ICD-10 (as applicable).

- Schedule a test date to execute trading partner testing with MassHealth.

Implementation Readiness (*cont.*)

- Contact billing intermediaries and/or clearinghouses, as required, confirming their readiness for ICD-10.

- Check the ICD-10 vendor testing status chart on the ICD-10 website to confirm your vendor has completed trading partner testing with MassHealth.

- Train medical and administrative staff on the use of ICD-10 within your medical establishment.

- Monitor MassHealth communications for critical cut-over information related to prior authorizations, pre-admission screenings, and other key transition issues.

- Leverage and monitoring the key external resources to acquire information related to ICD-10 preparedness (e.g., CMS, WEDI).

- Transition from unsupported proprietary software. If you are using the proprietary MassHealth MMQ Software, it will no longer be supported after September 30, 2015. Please review the job aid and a list of submission options at www.mass.gov/eohhs/provider/reporting-to-state/report-tools/management-minutes-questionnaire.html to select the method that best supports your needs. Please transition immediately.

MassHealth will continue to update providers on its ICD-10 implementation and cut-over plans via provider bulletins, banner and broadcast messages, and training and education sessions. MassHealth will also provide other information sharing forums over the next few months.

Provider Readiness Survey

It is important that MassHealth understand the current status of provider readiness in order to further determine the level of education, training, and support services required to ensure that providers are ready to implement ICD-10 with MassHealth. Please take a moment to complete the ICD-10 provider readiness survey at http://webapps.ehs.state.ma.us/ReviewSurvey/ReviewSurvey.aspx?preview=show&id=416 on or before July 17, 2015. The information you provide will allow MassHealth to tailor implementation training and education materials to meet providers' specific needs.

Trading Partner Testing (TPT)

MassHealth will continue to conduct trading partner testing with key MassHealth providers through late summer. If you submit batch claims transactions to MassHealth, it is imperative that you test your ICD-10 transactions prior to implementation. If you use a software vendor, or have a relationship with a billing intermediary or clearinghouse that submits transactions on your behalf, it is equally important that those entities test their software and/or transactions directly with MassHealth. Testing in advance of implementation will ensure that transactions will be accepted for processing on or after October 1, 2015. If transactions are not tested, they may fail at implementation, which could have a financial impact on your organization.

Trading Partner Testing (TPT) *(cont.)*

The MassHealth electronic data interchange (EDI) testing team will continue to outreach to providers to schedule test dates, provide instructions on how to prepare test files, explain test results, and provide instructions on how to correct and resubmit test files. It is imperative that your organization responds to all outreach attempts made by MassHealth over the next several months.

Please contact the MassHealth EDI testing team immediately at 1-855-295-4047 (toll free) or edi@mahealth.net to schedule a test date.

For additional resources and updated information, please visit the ICD-10 Implementation web page at www.mass.gov/eohhs/gov/newsroom/masshealth/providers/icd-10-implementation.html

Provider Training and Education

MassHealth is currently scheduling a number of ICD-10 training, education sessions, and webinars to be held this summer, through early fall. These sessions will provide an overview of the status of MassHealth's implementation plans, POSC modifications, and provider preparedness. Please monitor MassHealth communications related to ICD-10 provider training and education sessions for more information.

Other Resources

- The Centers for Medicare & Medicaid Services (CMS) Implementation widget outlines the steps to take to transition to ICD-10 at www.cms.gov/ICD10/.
- The CMS LMN Article at www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE1410.pdf.
- The Workgroup for Electronic Data Interchange (WEDI) at www.wedi.org/topics/icd-10.

Questions

If you have any questions about the information in this bulletin, please contact the MassHealth Customer Service Center at 1-800-841-2900, e-mail your inquiry to providersupport@mahealth.net, or fax your inquiry to 617-988-8974.