North Carolina Department of Health and Human Services
Division of Public Health

Pat McCrory
Governor

Richard O. Brajer
Secretary

Daniel Staley
Acting Division Director

TO: Local Health Directors, Directors of Nursing and Nursing Supervisors, and Public Health Management Teams

FROM: Phyllis Mangum Rocco, RN, BSN, MPH
Branch Head
Local Technical Assistance and Training &
Public Health Nursing & Professional Development

DATE: October 20, 2015

SUBJECT: Process for ICD-10 Technical Assistance on ICD-10 Issues

---

This memo is to clarify the process local health departments should follow when your agency requires assistance with ICD-10 questions or issues.

All questions and issues related to ICD-10 need to be reported to NCTracks so the question/ issue can be tracked. This will help to assure consistent guidance and to determine if the question/issue is related to a need for clarification on a Division of Medical Assistance (DMA) policy, a problem related to Medicaid edits in NCTracks or due to clinical coding challenges. Please have the details related to your question/issue (i.e., information you have gathered by following steps 1 – 3 below, reasons why you think a particular code will or will not work, information that might indicate a systems edit problem such as the code pays when billed to Family Planning but does not pay if billed to Adult Health, any solutions you have already tried, etc.) available to provide to NCTracks.

Contact NCTracks at: NCTracksProvider@nctracks.com OR **1-800-688-6696**

BEFORE contacting NCTracks, please assure you have taken the following steps as this will help expedite a resolution to your question/issue:

1. **Review the clinical coverage policy related to your question/issue.**
   The new DMA clinical coverage policies are now posted. They have been updated to reflect ICD-10 changes and are located at: http://www2.ncdhhs.gov/dma/mp/

2. **Research your question/issue.**
   First, use the ICD-10 converter to locate the ICD-10 code that is comparable to the ICD-9 code. A useful converter can be located at: https://www.aapc.com/icd-10/codes/ Providers may also find the NCTracks ICD-10 Crosswalk helpful in determining the correct ICD-10 code. DPH has suggested all health departments create a "cheat sheet" by taking their top 20 or so ICD-9 codes and cross-walk them over to ICD-10 codes. As a reminder, providers are responsible for selecting the appropriate ICD-10 code. NCTracks and DPH staff can only help with DMA/DPH policy clarification and provide general guidance about ICD-10 codes.

3. **If the ICD-10 question or issue is related to a denial, you will need to include details of the denial.**
   Please include: the denial code and definition from the Remittance Advice(RA), which CPT and ICD-10 codes were used and a copy of the Encounter Recording screen in HIS or another screen shot showing how the visit was billed in your agency's health information system to NCTracks. Please remember to either encrypt the entire email or remove any patient identifiers prior to sending client data via email per HIPAA policy.

Cc: DPH Section Chiefs
        DPH Consultants