

CareFirst ICD-10 – Provider Frequently Asked Questions (FAQs)

Did CareFirst successfully transition to ICD-10?

Yes, we are currently accepting, adjudicating, and paying ICD-10 compliant claims.

What rules does CareFirst have for the submission of ICD-10 vs. ICD-9 claims?

Please refer to the [CareFirst ICD-10 Claim Submission Guidelines](#) document for information on:

- whether to submit a claim using ICD-9 or ICD-10 codes
- whether to submit a single claim for services spanning the ICD-10 mandate, or split the services into two claims

The guidance in this document applies equally to all claims, regardless of paper or Electronic Data Interchange (EDI) submission channels. Any claim submitted by a provider that does not comply with these guidelines will be rejected/denied, and non-compliant claims will not be processed. Payment will depend on a compliant claim being re-submitted.

What rules does CareFirst have for the submission of ICD-10 authorization requests?

CareFirst will not be able to accept any authorization request that includes both ICD-9 and ICD-10 codes. Please refer to the [CareFirst ICD-10 Authorization Request Guidelines](#) document for specific information on:

- whether to submit an authorization request using ICD-9 or ICD-10 codes
- when CareFirst will start accepting authorization requests with ICD-10 codes

The CareFirst Provider Portal will not accept any authorization request that does not comply with these guidelines. Providers will be required to submit a compliant request before the request will be processed.

Will CareFirst train providers on ICD-10 coding?

No. CareFirst cannot tell providers how to code a claim, so we will not provide training to providers on ICD-10 coding. There are independent resources available to provide training on ICD-10 to physicians and medical coders, including:

- American Association of Professional Coders (www.aapc.com/icd-10/)
- American Health Information Management Association (www.ahima.org/icd10/training)
- CMS Road to 10: The Small Physician Practice's Route to ICD-10 (www.roadto10.org/)

Are the CareFirst clearinghouses ready for ICD-10?

Yes, CareFirst partnered with our preferred clearinghouses (Emdeon, Allscripts, Availity/RealMed, and RelayHealth) to confirm their ICD-10 transition readiness. Visit www.carefirst.com/electronicclaims for more information about enrolling in Electronic Data Interchange (EDI) and Electronic Fund Transfer (EFT) services.

How will CareFirst contracts change due to the ICD-10 transition?

Contract negotiations occur on a pre-determined schedule that will not change 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 that negotiation cycle.

Are medical policies changing due to new ICD-10 diagnosis codes?

No. CareFirst medical policies are not changing as a result of the ICD-10 transition. Medical policies do not reference specific ICD codes. Current medical policies are always available at www.carefirst.com/medicalpolicy.

Did CareFirst's fee schedules, capitation rates, or other payment models, and/or claims processing timelines change as a result of ICD-10?

No. Fee schedules, capitation rates, and payment models did not change as a result of ICD-10. CareFirst uses CMS's new ICD-10 compliant DRG Grouper (only relevant to hospitals with DRG-based payment).

Will patient eligibility and/or benefits change as a result of ICD-10?

No. The ICD-10 transition does not have any effect on CareFirst patient eligibility or benefits.

Who can I contact with additional questions?

Any ICD-10 related questions or issues should be escalated through your normal CareFirst support channels. Please reach out to the CareFirst call center or your Provider Representative, available online at www.carefirst.com/providerrep.