ICD-10
Questions and Answers for Availity Web Portal Clients

Are you prepared to meet the ICD-10 deadline of October 1, 2014?
Availity is prepared to meet the deadline. We have completed initial system review and updates, and have begun to test changes with health plans and providers. We will continue to assess changes as we move closer to the deadline. In addition to participating in industry workgroups and performing testing, we also have an internal ICD-10 team dedicated to overseeing this transition.

Can you verify that you have updated to version 5010 standards for electronic transactions?
It is important to note that only systems using version 5010 can accept ICD-10 codes; systems with version 4010 standards cannot accommodate ICD-10 transactions. Availity has completed system updates to allow ICD-10 in all HIPAA-compliant transactions.

While Availity currently up- and down-converts transactions, which allowed us to seamlessly route transactions among all parties with whom your information is exchanged, we will no longer accept claims in version 4010 after April 12. We will continue to accept and convert electronic remittance advice (835) and authorizations and referrals (278) from 5010 to 4010, or vice versa, for our customers who aren’t fully ready to submit their transactions in the 5010 standard. Availity expects to announce the discontinuation of some other inbound 4010 transactions in support of ICD-10.

Who should I contact at your organization for ICD-10 transition information?
Your first line of support is Availity Client Services. You can reach a representative from 8:00 a.m. to 7:00 p.m. (ET) at 1.800.282.4548. For vendors and health plans that have an account manager, please contact them for information.

What are your plans for testing claims containing ICD-10 codes?
Availity will provide a separate testing environment which will allow functional testing of the new codes. This environment will be available to you soon. Functional testing allows you to send 5010 formatted claims with either ICD-9 or ICD-10 codes and receive responses on whether the claims were accepted or rejected, and why. As payers begin to accept ICD-10 transactions, Availity will forward those transactions to the payers and return health plan responses, including remittance advice, if offered by the payer.
Can my practice send test claims with ICD-10 codes to see if they are accepted?  
When?
Yes, providers will be able to test with Availity ICD-10 codes within their transaction formats, although specific dates have not been determined. Stay tuned for more information regarding testing guidelines and dates.

What are Availity’s testing timelines?
Availity has remediated all transactions to be ICD-10 compliant and continues to coordinate the testing effort with our payer network. Please contact your specific payers to determine if they are ready for testing prior to submitting any transactions.

We have prepared a contingency plan in the event that the Centers for Medicare and Medicaid Services adjust the mandate or if exceptions are approved for individual payers or providers.

Can you provide guidance or training on how my clinical documentation will have to change to support ICD-10 coding?
The ICD-10 coding will impact the provider’s clinical documentation by ensure that the codes are used at the greatest level of granularity and laterality with supporting documentation which describes the full degree of the patient’s condition.

For additional training on ICD-10, you may view recorded webinars on ICD-10 topics through the Availity Learning Center. The ICD-10 Webinar Series features industry experts and offers education to help you through the transition. You can even receive AAPC continuing education units (CUEs) for attending these webinars. Additional webinars may be offered in advance of the compliance deadline. Please visit the Availity Learning Center for more information.

Do you anticipate any pricing changes for your services due to the switch to ICD-10?
No, we do not anticipate pricing changes for our services. However, we plan to offer some new products and services to assist with business neutrality testing in 2013, and there will likely be a charge for these premium services.

Will Availity up/down convert codes?
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ready to submit their transactions in the 5010 standard. Availity expects to announce the discontinuation of some other inbound 4010 transactions in support of ICD-10.

Are there payer-specific differences in the handling of ICD-10 that I can access? Currently there are no payer specific differences in handling ICD-10. However, we anticipate that, as we approach the compliance deadline, the readiness of health plans will vary.

For further information regarding ICD-10, visit the CMS ICD-10 Provider Resources page. For additional questions specific to your organization and ICD-10 readiness, please contact Availity Client Services at 1.800.282.4548.