



Network Notification

Date: June 4, 2015 **Number:** 19

TO: All Well Sense Health Plan Providers

FROM: Well Sense Health Plan

SUBJECT: ICD-10 Prior Authorization Guidelines

PRODUCT: New Hampshire Medicaid New Hampshire Health Protection Program

Summary

Effective August 17, 2015, Well Sense Health Plan will begin accepting prior authorization requests for dates of service on or after October 1, 2015 with ICD-10 coding. Providers should adhere to the following guidelines:

When submitting a prior authorization request or claim for a date(s) of service:

- **On or before September 30, 2015**, you must include a diagnosis code in the **ICD-9** format.
- **On or after October 1, 2015**, you must include a diagnosis code in the **ICD-10** format.

Providers submitting a prior authorization request including dates of service before September 30, 2015 and after October 1, 2015, inclusively, must include both the ICD-9 and ICD-10 diagnosis codes. If the member meets the criteria for the requested service, the Prior Authorization department will create two authorizations, if necessary. Please note: to request *a date of service change* in an authorization, you must submit the diagnosis code in the correct format for the new date(s) of service in order for your request to be implemented.

Providers submitting claims with dates of service in September and October should reference our ICD-10 Submission Guidelines at wellsense.org/providers/claims/icd-10-information, and reimbursement policy General Billing and Coding Guidelines, policy number WS.17, located at wellsense.org/providers/claims/payment-policies.

Failure to comply with these submission requirements will result in delays in processing your request and/or claim.

Questions?

If you have any questions about this Network Notification, please contact Provider Relations at NHProviderinfo@wellsense.org, or call the provider line at 877-957-5300 (option 3), or you may call your Provider Relations Consultant. All Well Sense Health Plan Network Notifications are available online at WellSense.org.