AlohaCare ICD-10 Claims Transition

AlohaCare will be transitioning to ICD-10 for claims processing effective October 1, 2015. For dates of service on or after October 1, 2015, claims submitted with ICD-9 diagnosis or procedure codes will be rejected/denied by AlohaCare. We will continue to accept ICD-9 coded claims for services that were rendered before October 1, 2015. For claims with dates of service that straddle the compliance date, please reference our ICD-10 Coding Guidelines for Claims posted on http://www.alohacare.org/ICD-10.aspx.

ICD-10 Claim Submission Reminders
1. ICD-10 diagnosis and procedure codes should be submitted with no decimal point on hardcopy claims.
2. Use ICD indicator '0' to identify ICD-10 and '9' to identify ICD-9 on a CMS-1500 hardcopy claim in box 21. Box 21 is a required field on a CMS-1500.
3. Use ICD indicator '0' to identify ICD-10 and '9' to identify ICD-9 on a UB-04 hardcopy claim in box 66. Box 66 is a required field on a UB-04.
4. Use an alpha ICD-10 diagnosis pointers on a CMS-1500 hardcopy claim in box 24E.
5. Always use ICD-10 codes for dates of service on or after October 1, 2015, even if your prior authorization request was approved with an ICD-9 code.

Please contact AlohaCare Provider Services at 973-1650 or toll-free at 1-800-434-1002. Visit our website at www.AlohaCare.org for more information.