



## **Louisiana Department of Health and Hospitals Bayou Health Informational Bulletin 14-1 August 8, 2014**








### **Issue: Bayou Health ICD-10 Provider Testing**

To assist providers with testing and ensure a successful implementation of the ICD-10 initiative, DHH is issuing this informational bulletin to provide important testing and contact information to providers. Molina scheduled ICD-10 Encounter testing with the Bayou Health Plans for 7/14/2014 to 8/22/2014.

Testing with providers will be voluntary and determined on an individual basis with the Bayou Health Plans. Timeframes and procedures for this testing will be determined by the individual Bayou Health Plans. The attached spreadsheet contains current information regarding contacts and procedures for volunteering for ICD-10 testing from the Bayou Health Plans, Magellan (the behavioral health managed care organization), MCNA (the dental managed care organization) and Molina.

Providers should utilize the communication flow indicated on the attached spreadsheet for all ICD-10 questions and issues.

**Note: This informational bulletin will be revised as needed.**

							
<b>Location of MCO ICD10 Process and Procedures Manuals and/or Policy</b>	<a href="https://providers.amerigroup.com/Pages/ICD10.aspx">https://providers.amerigroup.com/Pages/ICD10.aspx</a>	<a href="http://www.amerhealthcaritasla.com/provider/communications/hipaa/icd-10/index.aspx">http://www.amerhealthcaritasla.com/provider/communications/hipaa/icd-10/index.aspx</a>	<a href="http://www.louisianahealthconnect.com/or-providers/icd-10-overview/">http://www.louisianahealthconnect.com/or-providers/icd-10-overview/</a>	<a href="https://www.unitedhealthcareonline.com/b2c/CmaAction.do?channelId=6fa2600ae29fb210VgnVCM1000002f10b10a">https://www.unitedhealthcareonline.com/b2c/CmaAction.do?channelId=6fa2600ae29fb210VgnVCM1000002f10b10a</a>	TBD*	TBD*	<a href="http://www.lamedicaid.com/provweb1/HIPAA/ICD-10_Index.htm">http://www.lamedicaid.com/provweb1/HIPAA/ICD-10_Index.htm</a>
<b>Provider Testing Timeframes</b>	8/8/2014-currently open ended	10/2014-12/2014	1/1/2015-3/31/2015	Tentatively 10/2014 - 03/2015	TBD*	TBD*	TBD*
<b>Process for Providers Interested in Testing</b>	Providers should contact Nick Daigle in Amerigroup's Provider Relations Department. Nick will coordinate between the provider and the ICD-10 Program.	ACLA will be identifying and selecting at least two providers for testing. ACLA will be reaching out to selected providers and providing details for participating.	All providers will receive a Provider Testing Memorandum from LHC prior to testing to have an opportunity to volunteer for testing. Only 5 of the volunteering providers will be selected to test.	Providers who have questions or would like additional information regarding UnitedHealthcare's ICD-10 testing plans can reference the Frequently Asked Questions and answers document available at UnitedHealthcareOnline.com, or send an email to ICD10Questions@uhc.com	TBD*	TBD*	Providers who want to volunteer to test directly with Molina should contact Randall Fillmore at <a href="mailto:Randall.Fillmore@MolinaHealthCare.com">Randall.Fillmore@MolinaHealthCare.com</a> or at the contact number below.
<b>MCO contact # for general questions, comments or inquiries</b>	Nicholas.Daigle@amerigroup.com 1-504-834-1271 ext. 88868	1-215-104-2418	1-866-700-6765	Provider can contact their Provider Advocate, or reach out directly to ICD10Questions@uhc.com	TBD*	Saira Kaizad 1-800-494-6262 x328 skaizad@mcna.net	Randall Fillmore 1-407-574-8045 <a href="mailto:Randall.Fillmore@MolinaHealthCare.com">Randall.Fillmore@MolinaHealthCare.com</a>
<b>Contact for Questions &amp; Problem Resolution</b>	Nicholas.Daigle@amerigroup.com 1-504-834-1271 ext. 88868	kworks@amerihealthcaritas.com	ICD10ProviderTesting@Centene.com	Provider can contact their Provider Advocate, or reach out directly to ICD10Questions@uhc.com	TBD*	Saira Kaizad 1-800-494-6262 x328 skaizad@mcna.net	Randall Fillmore 1-407-574-8045 <a href="mailto:Randall.Fillmore@MolinaHealthCare.com">Randall.Fillmore@MolinaHealthCare.com</a>
<b>Second Level Contact</b>	Katherine.Gard@amerigroup.com 1-757-685-6302	mfryt@amerihealthcaritas.com	Peggy Bouzari Director of Provider Relations pbouzari@centene.com	Deborah Tillman Director of Provider Relations deborah_tillman@uhc.com	TBD*	Asim Ilyas 1-800-494-6262 Ext# 150 ailyas@mcna.net	Carol Simpson <a href="mailto:Carol.Simpson@MolinaHealthCare.com">Carol.Simpson@MolinaHealthCare.com</a>
<b>Note: *To be determined</b>							