Frequently Asked Questions about ICD-10 Testing with ForwardHealth

ForwardHealth has developed this document to provide answers to *International Classification of Diseases, 10th Revision* (ICD-10) fee-for-service testing questions. This document is revised with new information as it is available.

Refer to the ICD-10 Code Set Transition Home Page on the ForwardHealth Portal for all other information related to ForwardHealth's transition to ICD-10, including the ICD-10 Frequently Asked Questions about ForwardHealth's Transition to ICD-10 document for non-testing questions and answers.

1. **Question:** To whom should ForwardHealth ICD-10 testing questions be directed?
   Answer: Testing questions about ICD-10 should be sent only to the ForwardHealth testing e-mail address: ICD10testingsupport@wisconsin.gov. Please do not contact the Electronic Data Interchange Helpdesk or the Provider Services call center with testing questions. In the e-mail inquiry sent to the ForwardHealth testing e-mail, please specify the best way to contact you.

2. **Question:** What is the Supporting External Testing Environment (SETE)?
   Answer: The SETE is a new testing environment that ForwardHealth has created for ICD-10 testing.
   The SETE will accept, maintain, and process both *International Classification of Diseases, Ninth Revision* (ICD-9) and ICD-10 code sets with side-by-side full-scale production testing capabilities. This will help support testing with similar usability and response times as in the production environment. For more information, this topic is also addressed in the FAQs, which can be found on the ICD-10 Code Set Transition home page on the Portal.

3. **Question:** How do I access the SETE?
   Answer: ForwardHealth is now offering ICD-10 testing for all interested fee-for-service entities. Click on the *www.forwardhealthSETE.wi.gov* link from the ICD-10 Code Set Testinghome page and enter your current Portal log-in credentials to access SETE. Refer to the June 2015 (2015-26) *ForwardHealth Update*, titled "*ForwardHealth International Classification of Diseases, 10th Revision*, Open Testing Information," linked from the ICD-10 Code Set Transition Home Page for more information about open testing.

8/21/2015

4. **Question:** How is the SETE distinguished from the ForwardHealth production environment?
   Answer: The SETE Web pages will be labeled as SETE across the top to ensure that testers can distinguish when they are in the testing environment and when they are in the production environment. Testers should ensure that they are in the SETE when testing to avoid disruption of their normal business with ForwardHealth.

5. **Question:** How is the SETE different than the environment in which I submit my actual transactions? **Answer:** Although the SETE closely mirrors the production environment in which stakeholders conduct their ongoing business with ForwardHealth, it does have some differences. Refer to the [ICD10 Testing Environment Capabilities and Resources](#) document on the [ICD-10 Code Set Testing Home Page](#) of the Portal for more information.

6. **Question:** What do I need to do while I test? Are there specific tasks I should perform?
   Answer: ForwardHealth has prepared testing scenarios that cover a variety of transactions to thoroughly test your readiness; they can be found on the [ICD-10 Code Set Testing Home Page](#) on the Portal. Testers are also encouraged to test using their most common scenarios via their submission methods of choice.

7. **Question:** What is the data refresh schedule for the SETE?
   Answer: The SETE will be refreshed twice during testing. During these refreshes, the SETE will be unavailable for use. The first refresh is scheduled for Sunday, August 16, 2015, to Tuesday, August 18, 2015. The second refresh is scheduled for Sunday, September 13, 2015, to Tuesday, September 15, 2015. With each refresh, testing data will be erased from the SETE; therefore, testers should keep refresh dates in mind when planning their testing activities. Refer to the [ICD-10 Code Set Testing Home Page](#) for more information regarding these refreshes.

8. **Question:** What is a "refresh?"
   Answer: A refresh is a scheduled system outage that allows us to reload and reconfigure the SETE to more closely mimic the data from the live production environment. As a result, any data stored in the testing environment prior to this refresh will be lost. There will be notification when the refreshes are complete and testing can resume.

9. **Question:** Why is the SETE not accessible for testing on Sundays and Mondays?
   Answer: The SETE is unavailable on Sunday and Monday of each week to allow for planned system maintenance.

10. **Question:** Will the SETE support testing of both inpatient and outpatient claims?
    Answer: Yes, SETE will support testing of both inpatient and outpatient claims.

11. **Question:** I usually submit claims through Provider Electronic Solution (PES). Can I do this for testing?
    Answer: Yes. To test using PES, please download the Provider Electronic Solutions SETE Setup Guide available on the ICD-10 Code Set Testing Home Page . A SETE-specific esc.ini file is also available, which will enable PES software to interface with SETE.

12. **Question:** Will the SETE use one integrated system to process ICD-9 and ICD-10 claims?
    Answer: Yes. The SETE test and production systems will be able to process both ICD-9 and ICD-10 coded claims with rules systematically enforced to look for ICD-10 coding for claims with dates on and after the ICD-10 implementation date. However, providers should not submit ICD-9 and ICD-10 codes on the same claim.

13. **Question:** Will ICD-10 testing with ForwardHealth be required?
    Answer: Testing with ForwardHealth will be optional for all stakeholders, but it is strongly encouraged in order to verify your organization's readiness to submit electronic transactions to ForwardHealth using the ICD-10 code set by the October 1, 2015, implementation date.

14. **Question:** Can pilot testers also test during the open testing period?
    Answer: Yes, ForwardHealth is offering fee-for-service open testing beginning on July 1, 2015, until September 11, 2015.

15. **Question:** How should testers prepare for testing?
    Answer: Refer to the ForwardHealth ICD-10 Testing Readiness Checklist to help prepare for fee-for-service testing with ForwardHealth, including tips for specific submission methods, such as PES software, and direction for selecting dates for test submissions.

16. **Question:** Do testers need to test using ForwardHealth's testing scenarios?
    Answer: ForwardHealth has identified various fee-for-service Testing Scenarios and strongly encourages testers to use them during testing. Testers are also encouraged to test using their most common scenarios via their submission methods of choice. Testers may also choose to test by submitting their transactions with ICD-9 codes and then again with ICD-10 codes or by referring to their recent billing submissions to ForwardHealth and testing the ICD-10 equivalent.

17. **Question:** Can ICD-9 codes and ICD-10 codes be submitted on the same claim?
    Answer: No, ICD-9 and ICD-10 codes cannot both be submitted on the same individual claim.

18. **Question:** How do I submit claims that span the cutover date for ICD-10?
    Answer: ForwardHealth will not accept claims that bridge the cutover date, except for Inpatient claims. All other claim types must split the claim between the effective dates.

19. **Question:** What ICD-10 codes should I use for testing?
    Answer: Each organization is responsible for obtaining its own translations and codes for claim submission and testing. If your organization did not provide you with these, please visit the Centers for Medicare and Medicaid Services (CMS) Web site for coding and translation resources. A link to this Web site can also be found on the ICD-10 Code Set Testing Home Page on the ForwardHealth Portal.

20. **Question:** What dates should be used for testing?
    Answer: The following effective and end dates for ICD-10 codes have been adjusted in SETE to support ICD-10 testing activities:
    - ICD-9 codes are end dated on February 28, 2015.
    - ICD-10 codes are effective on March 1, 2015.

    These dates are system-adjusted dates to be used for testing only and do not reflect the actual compliance date for ICD-10 codes. Refer to ForwardHealth ICD-10 Testing Readiness Checklist.

21. **Question:** What are the system/testing environment limitations?
    Answer: Refer to the ICD-10 Testing Environment Capabilities and Resources document for details on the limitations, functionality, and capabilities of the new testing environment.

22. **Question:** Will there be file size limitations on ICD-10 test claims submissions (e.g., claims per file)?
    Answer: There are no file size restrictions for batch and real-time (interactive) transactions in the SETE; however, there will be file size restrictions in the SETE for the 837 Health Care Claim files from HMOs. During business hours, files that are 2 MB or less will be processed. On evenings and weekend days, files that are up to 25 MB will be processed.

23. **Question:** Is it safe to submit test claims with protected health information (PHI)?
    Answer: Yes. The test claims you submit will be accepted into the system using the same secure method used for actual production claims on a daily basis. All of the same security protocols will be followed in the SETE as in the production environment; therefore, using real data for testing will not cause any additional risk of release of PHI. Testers should ensure that they are in the SETE when testing to avoid disruption of their normal business with ForwardHealth.

24. **Question:** What information should I submit when troubleshooting an issue with a claim?
Answer: ForwardHealth cannot accept, open, or reply to secure e-mails. When sending e-mails, please only include the billing provider's National Provider Identifier along with the member's Medicaid identification number, claim number, and date of service (DOS). **Please do not** include PHI or any other personally identifiable information in the e-mail.

25. **Question:** What types of test claims should be tested?
Answer: ForwardHealth encourages testers to submit claims representative of their most frequently billed services. ForwardHealth recommends that testers focus testing on ICD-10 coding policies and procedures and use claim examples based on their claims that adjudicate today without being returned for corrections or requiring additional documentation.

26. **Question:** Is there a minimum or maximum number of claims that I can submit during testing?
Answer: No, you may submit as many claims within the testing period as you want in order to feel prepared for the transition.

27. **Question:** An ICD-10 code I used on a test claim was denied, but the ICD-9 code I translated it from was always accepted before. Why wasn't the ICD-10 code accepted?
Answer: There are a number of potential reasons for this. To help identify the cause:
   • Is the code you are using the most specific and appropriate diagnosis code that you can provide? ForwardHealth has made system enhancements to enforce specificity with all submitted diagnosis codes. Even if a claim was previously accepted with a general ICD-9 code, a specific ICD-10 code will now be needed. Please enter the most specific and appropriate diagnosis code, and resubmit the claim.
   • Are you using the correct code for the date? In the testing environment, dates of service or dates of discharge on and after March 1, 2015, will need ICD-10 codes. Dates of service and dates of discharge prior to March 1, 2015, will require ICD-9 codes.

28. **Question:** I think I submitted my test claim to the actual live system – or – my real claim to the testing environment. How can I fix this?
Answer: Real claims mistakenly submitted to the test environment will need to be resubmitted through the live production environment using the normal process. Testers are responsible for ensuring that they are in the proper environment before submitting a claim to ForwardHealth; unfortunately, we cannot route claims from one environment to the other. Single test claims can be voided from the system through the ForwardHealth Portal to return overpayments.

29. **Question:** How will the SETE handle claims received with incorrect ICD code sets?
Answer: The ICD diagnosis and procedure codes on submissions to the SETE will be compared to the indicated date (DOS, date of discharge, etc.) to determine if the codes are valid for that date.

30. **Question:** Based on previous claims, I was expecting different reimbursement than I got in testing. Did I do something wrong?
Answer: Reimbursement amounts may differ from expectations due to the differences in specificity required and policies regarding the new ICD-10 code set. Additionally, reimbursements noted for test claims may not reflect reimbursements that will be received for similar claims submitted on and after October 1, 2015. The maximum allowable fee schedules are available on the ForwardHealth Portal and are updated on a regular basis. Please refer to them for estimating reimbursement.

31. **Question:** Can I submit a prior authorization (PA) request as part of ICD-10 testing?
Answer: The SETE will not support PA submissions; therefore, test claims for services that require PA will be denied in SETE. The SETE is a point-in-time copy of the production environment, which means there may be instances when an approved PA in production is copied to SETE during a "refresh" that would match to a test claim in SETE, allowing that claim to be processed. This scenario would only occur when using ICD-9 codes on test claims. Testers should note that a test claim matching a production PA will not impact the production PA.

32. **Question:** I have finished testing during the pilot testing period. Do I need to test during the open testing period as well?
Answer: If you have other transactions that you did not test during the pilot testing period, we strongly recommend that you test those scenarios and claims during the open testing period. If you do not feel confident in your readiness for the ICD-10 code set transition and would like to test further, we encourage you to continue testing during the open testing period.

33. **Question:** If I have further testing questions, who should I contact?
Answer: All ICD-10 testing-related questions should be sent to the ICD-10 testing e-mail at ICD10testingsupport@wisconsin.gov. For other, non-testing questions related to ICD-10, refer to the ICD-10 Code Set Transition home page on the ForwardHealth Portal. If you cannot find the answer to your question on the Portal page or within the Frequently Asked Questions about ForwardHealth's Transition to ICD-10 document, e-mail your ICD-10 question to further, we encourage you to continue testing during the open testing period.

34. **Question:** When can I retrieve my 835 remittance files?
    Answer: The 835 files are available for viewing the Tuesday following the submission. If a claim is submitted on Thursday, you can expect to have an 835 available on Tuesday of the following week.

35. **Question:** Can I access my 835 files after a refresh?
    Answer: 835 remittance files for test claims submitted prior to a refresh will not be available after that refresh. Please submit the claims again to receive the 835 remittance. With each refresh, testing data will be erased from the SETE; therefore, testers should keep refresh dates in mind when planning their testing activities. Refer to the ICD-10 Code Set Testing Home Page for more information regarding these refreshes. The next refresh is scheduled for Sunday, September 13, 2015, to Tuesday, September 15, 2015.

36. **Question:** As a Pharmacy, we would like to submit real-time claims for testing instead of Portal submissions. Where should we submit these claims to?
    Answer: ForwardHealth is actively seeking pharmacies who are ready to test real-time, compound drug, noncompound drug, and Medication Therapy Management claims via the Portal and Provider Electronic Solutions (PES) software in the ICD-10 testing environment using their everyday scenarios in preparation for ICD-10 compliance beginning October 1, 2015. All pharmacies who submit pharmacy claims to ForwardHealth, whether smaller pharmacies, retail chains, or corporate entities, are invited to test to confirm their ICD 10 readiness as well as to assist ForwardHealth with system validation. Furthermore, testing everyday scenarios in advance will potentially avoid any disruption of services provided to members after the ICD-10 implementation.

    Please indicate your interest in testing by sending your contact information to the ICD-10 testing email at icd10testingsupport@wisconsin.gov. The next steps and further details about testing pharmacy claims will be sent back to you in the near future.

37. **Question:** I submitted a claim with a code effective for FY 2016 and that claim was rejected with an invalid code. However, I know that code is valid for use and is to be added to the ICD-10 code set. Can you explain why this is?
    Answer: Recently, additional ICD-10 code updates were published and are valid for use effective October 1, 2015 for FY 2016. However, these new codes are not yet implemented in ForwardHealth. Please do not test with those codes at this time.