

Affected Programs: BadgerCare Plus, Medicaid, SeniorCare, Wisconsin AIDS Drug Assistance Program, Wisconsin Chronic Disease Program, Wisconsin Well Woman Program

To: All Providers; HMOs and Other Managed Care Programs

ForwardHealth *International Classification of Diseases, 10th Revision*, Open Testing Information

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From July 1, 2015, through September 30, 2015, ForwardHealth will offer all interested entities the opportunity to test claim submissions in order to determine readiness for *International Classification of Diseases, 10th Revision* (ICD-10) compliance beginning October 1, 2015. Entities can perform testing with ForwardHealth to confirm their ICD-10 readiness as well as to assist ForwardHealth with system validation in preparation for ICD-10 compliance beginning October 1, 2015.

Stakeholders receiving this message who bill ForwardHealth using a third-party vendor (i.e., an Electronic Data Interchange [EDI] department, billing service or clearinghouse, value added network [VAN], or software vendor) should forward this information to their third-party vendor.

Note: ForwardHealth will offer optional ICD-10 encounters testing to interested HMOs starting in August 2015. Information about HMO encounter testing will be published in a future *ForwardHealth Update* and communicated in monthly HMO encounter technical meetings.

Testing Environment and Access

For ICD-10 testing, ForwardHealth has implemented a new testing environment, called the Supporting External Testing Environment (SETE). The SETE (pronounced SET-ee) closely mirrors, with some minor differences, the ForwardHealth Portal. The following list includes some, but not all, attributes of SETE:

- The SETE is accessible to testers via a separate distinctive URL; testers log-in using their current ForwardHealth Portal log-in credentials.
- Testers are able to submit electronic test transactions via their submission methods of choice in SETE including Direct Data Entry, EDI, and Provider Electronic Solutions (PES) software.
- The SETE web pages are 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 SETE when testing to avoid disruption of their normal business with ForwardHealth.
- The effective start and end dates for ICD-10 codes have been adjusted in SETE to support ICD-10 testing activities:
 - ✓ *International Classification of Diseases, Ninth Revision* (ICD-9) codes are end dated on February 28, 2015.
 - ✓ *International Classification of Diseases, 10th Revision* codes are effective on March 1, 2015.
- The SETE will not support prior authorization (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.

Testing Environment Availability

The SETE will be unavailable for testing activities on Sunday and Monday each week. Attempts to access and test within SETE during this timeframe may fail and will not be supported. Testers should conduct testing activities on Tuesday through Saturday.

Testing Environment Refreshes

The SETE is a copy of the production environment and it will need to be refreshed in order to reflect the current production data and more accurately support testing.

The following are the two scheduled SETE refreshes; SETE will not be available for testing during these time periods:

- Sunday, August 16, 2015 – Tuesday, August 18, 2015.
- Sunday, September 13, 2015 – Tuesday, September 15, 2015.

As time passes between environment refreshes, changes may occur in the production environment that are not reflected in SETE. When a refresh occurs, testers should be aware that SETE will be “wiped clean,” removing all prior testing data (i.e., all testing submission data or modifications to that data). This allows for changes that have occurred in the production environment to be uploaded to SETE. Reminders about upcoming refreshes will be communicated through e-mail and Portal subscription messaging. Attempts to access and test within SETE during refreshes may fail and will not be supported.

From June 2, 2015, through August 15, 2015, SETE will reflect member and provider data as of the most recent

SETE refresh (i.e., May 11, 2015). No updates to the Online Handbook or production environment will be reflected in SETE until the August refresh. At that time, SETE will be only as up-to-date as the most recent refresh in August.

ICD-10 Code Set Testing Home Page on the ForwardHealth Portal

ForwardHealth has created a new ICD-10 Code Set Testing home page, which is directly linked from the Portal, Providers, Trading Partners, and ICD-10 Code Set Transition home pages. The ICD-10 Code Set Testing home page serves as the repository for testing information and resources throughout ForwardHealth’s ICD-10 testing. In addition to the SETE URL, the following testing resources, which contain important ICD-10 testing details not included in this *Update*, are available on the ICD-10 Code Set Testing home page:

- Links to the Centers for Medicare and Medicaid Services 2015 diagnosis and procedure code general equivalency mappings, which testers may use to obtain ICD-10 codes, if needed. (ForwardHealth will not provide a crosswalk from ICD-9 to ICD-10 codes; therefore, stakeholders are responsible for ensuring their compliance with ICD-10 code standards.)
- ForwardHealth companion guides and the ForwardHealth National Council for Prescription Drug Programs (NCPDP) Version D.0 Payer Sheet revised for ICD-10.
- A Frequently Asked Questions About ICD-10 Testing with ForwardHealth document to share testing questions and answers with interested testers. This document will be revised with new information as it is available.
- An ICD-10 Testing Environment Capabilities and Resources document detailing the limitations, functionality, and capabilities of the new testing environment. Testers are strongly encouraged to read this document before they begin testing, particularly because SETE is different than the ForwardHealth Portal in some aspects.
- A Testing Readiness Checklist to assist fee-for-service entities in preparing for testing with ForwardHealth,

including tips for specific submission methods, such as PES, and direction for selecting dates on test submissions. Testers should note that the system-adjusted dates in SETE will be test dates only and thus will not reflect the actual October 1, 2015, compliance date for ICD-10 codes.

- Testing scenarios. ForwardHealth has identified various testing scenarios for fee-for-service entities 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 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 them using the appropriate ICD-10 codes.

Note: ForwardHealth will accept both ICD-9 and ICD-10 codes during testing, however, ICD-9 and ICD-10 codes cannot both be submitted on the same claim.

Testing Support

ForwardHealth has established the *ICD10testingsupport@wisconsin.gov* e-mail address specifically for ICD-10 testing inquiries and support during the testing period. Responses to testing inquiries will be sent within 1-2 business days. Some inquiries may require research; consequently, the response may indicate the need for additional time before an answer is formulated and sent back.

Testers should *not* contact the EDI Helpdesk or the Provider Services Call Center with questions about SETE, testing activities, or testing results.

Inquiries regarding ICD-10 that are not related to testing should continue to be sent to the *VEDSICD10Support@wisconsin.gov* e-mail address linked from the ICD-10 Code Set Transition Home page.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). The Wisconsin AIDS Drug Assistance Program and the Wisconsin Well Woman Program are administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our website at www.forwardhealth.wi.gov/.

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