

# (ICD-10 V. ICD-9) ANNOUNCEMENT

## Attention providers:

KEPRO has received many notifications in the error file from Molina related to authorizations that cannot post in the Molina claims payment system because the diagnosis(es) is in the incorrect format (ICD-10 v. ICD-9). For service start dates prior to October 1, 2015 ICD-9 was in use. This means any retrospective authorization with dates of service in this period must have ICD-9. Conversely, any request with a service start date of October 1, 2015 or thereafter must have an ICD-10 diagnosis. Please be sure when you copy for new submission or submit a retrospective request that the appropriate ICD coding is used for the dates requested.

As a courtesy to providers KEPRO has been correcting these diagnostic errors but we will not be able to continue to do so due to the volume of modification requests occurring since the new Molina system was implemented. Beginning March 28, 2016, providers will need to submit these corrections themselves for authorizations that did not post. KEPRO will notify providers of authorizations that do not post so these can be rectified. KEPRO will do this by adding a comment to the authorization request(s) in which the authorization number did not export. There will be a note in the summary note section that the wrong ICD code was submitted and the provider will need to perform a copy for correction. Instructions will also be attached for the provider to download. Once this has been completed, a new authorization number will be generated. If you have contacted Molina about a claim denial and are told to contact KEPRO to have the authorization "moved" to their system, please logon to KEPRO provider portal and go to the member's authorization request.

Please follow the instructions attached to prevent these errors and to correct errors if you are notified of them. Thanks for your cooperation in this matter. Additionally, KEPRO staff will begin to close requests that are not diagnostically correct upon submission. There will be a note in the summary note section that the wrong ICD code was submitted and the provider will need to perform a copy for new submission.

If you have questions or need assistance please contact us at 1-800-346-8272 or email us at [wvmedicalservices@kepro.com](mailto:wvmedicalservices@kepro.com)