

North Carolina

Medicaid Special Bulletin



An Information Service of the
Division of Medical Assistance (DMA)

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**Attention:
All Providers**

ICD-10

*Providers are responsible for informing their billing agency of information in this bulletin.
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Now that the transition to ICD-10 is complete, the NCTracks ICD-10 Crosswalk and NCTracks ICD-10 Inbox for providers will be shut down on **Dec. 31, 2015**. However, the [NCTracks ICD-10 web page](#) on the Provider Portal will remain updated with information and links to resources, including Frequently Asked Questions (FAQ) and the NCTracks ICD-10 Help Kit.

Here are some additional items that may assist providers:

- Those who need to know what an ICD-9 code corresponds to in ICD-10 can look it up on the crosswalk or General Equivalent Mappings (GEMs) maintained by the Centers for Medicare & Medicaid Services at <https://www.cms.gov/Medicare/Coding/ICD10/Index.html>. (Not all of these codes may be covered in NCTracks.)
- Providers are encouraged to check DMA policies for the specific codes used by NCTracks at www2.ncdhhs.gov/dma/mp/ or http://dma.ncdhhs.gov/documents?combine=clinical+coverage+policies&field_agency_department_tid_1=All.
- Providers can refer to the NCTracks ICD-10 web page at <https://www.nctracks.nc.gov/content/public/providers/ICD10.html> for FAQs, fact sheets, and the Help Kit. Also, review the Issues List, where NCTracks will continue to post any issues that arise and their resolution.
- Computer-based provider training for NCTracks ICD-10 can be accessed at a provider's convenience on the secure provider portal.
- As usual, those who still have questions can contact the NCTracks Call Center at 800-688-6696 or NCTracksProvider@nctracks.com.

Note: The NCTracks Call Center agents cannot determine what the right diagnosis code is for any particular situation. Determining the correct diagnosis code can only be done by the medical professional treating the patient.

And again, DMA thanks everyone for their hard work in making this huge transition successful.

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