



PROVIDER ALERT

Entry of Diagnosis Codes on the CMS 1500: Fix to be Implemented

June 11, 2021

Target Audience: Behavioral Health Providers Who Manually Enter Claims on the CMS-1500

Earlier this week, Optum Maryland [communicated an issue](#) affecting the entry of diagnosis codes on claims entered on the CMS-1500. This issue applied incomplete and inconsistent rules around the entry of ICD-10-CM diagnosis codes. Optum identified and successfully tested this fix, which is targeted for implementation on Saturday, June 12, 2021.

Following this fix, providers should follow the below billing rules when entering diagnosis codes on the CMS-1500:

- All alpha characters (A-Z) in each code should be upper-case
- Letters and numbers are the only characters that should be entered in the code - no special characters
- A decimal point **should not be included** in the diagnosis code
 - Claims entered prior to this fix that included a decimal point will be processed and adjudicated as usual. No further provider action is required

Please note, the Incedo Provider Portal is expected to be unavailable from 5:00 a.m. – 9:00 a.m., EDT on Saturday, June 12 while the fix is implemented.

If you have questions about the information contained in this alert, please contact Optum Maryland customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team

Please visit our website at maryland.optum.com for provider resources, online training, and more information.