

Provider ICD-10 Resource Guide & Contact List

On October 1, the U.S. health care system moves to the International Classification of Diseases, 10th Revision – ICD-10. Successful implementation of ICD-10 is important to us, the healthcare community, and the beneficiaries and consumers who rely on healthcare services. Recognizing that health care providers may need help with the transition, CMS has established an ICD-10 Ombudsman and ICD-10 Coordination Center to help track, triage, and resolve issues. We want to work with our healthcare partners to respond quickly and accurately to resolve issues.

You may wonder how soon you will know whether your Medicare claim was paid. Generally speaking, Medicare claims take several days to be processed and must also – by law – wait two weeks before payment is issued. The truth is very few health care providers file claims on the same day a medical service is given. Most providers batch their claims and submit them every few days. If you want to check on the status of your claim before that time you can access your Medicare Administrator Contractor's interactive voice response or portal as you do today to check on the status of your claim.

Medicaid claims can take up to 30 days by law to be submitted and processed by states. However, most states process claims before that time.

It's important that you know that help is available if you have issues with ICD-10. We have developed a step-by-step resource list below to help you locate important contacts quickly.

Step 1 For general ICD-10 information, we have many resources on our [CMS ICD-10 website](#) and [Road to 10](#) webpage.

Step 2 Contact the MAC for Medicare claims questions. Your MAC is your first line for Medicare claims help. MACs cannot respond to questions about Medicaid or Commercial health plans.

- If you have a Medicaid claim question contact your State Medicaid Agency.
- If you have a commercial or private health plan claim question, please contact your health plan directly.

Step 3 Contact the ICD-10 Ombudsman for questions. The ICD-10 Ombudsman is an impartial advocate with a dedicated team of experts to answer your questions. Providers should send their Ombudsman inquiries to ICD10_Ombudsman@cms.hhs.gov. Responses typically will be sent within 3 business days of receipt.

STATE	MEDICARE					MEDICAID
	A/B MAC Toll Free Numbers	DME MAC Toll Free Numbers	Home Health & Hospice MAC Toll Free Numbers	A/B LCD Concerns Contact Information	DME LCD Concerns Contact Information	State Medicaid Agency Contact Information
Alabama	877-567-7271 TTY: 877-467-7516	866-270-4909 TTY: 888-204-3771	855-696-0705 TTY: 866-830-3188	cmd@cahabagba.com	866-270-4909	http://www.medicare.alabama.gov/CONTENT/6.0_Providers/6.12_ICD-10/6.12_ICD-10.aspx
Alaska	877-908-8431 TTY: 877-261-4163	877-320-0390 TTY: 866-879-2704	866-590-6724 TTY: 877-753-8124	medicalpolicy@noridian.com	policydmedraft@noridian.com	https://medicaidalaska.com
Arizona	877-908-8431 TTY: 877-261-4163	877-320-0390 TTY: 866-879-2704	866-590-6724 TTY: 877-753-8124	medicalpolicy@noridian.com	policydmedraft@noridian.com	http://www.azahcccs.gov/commercial/ED/resources/ICD10.aspx
Arkansas	855-252-8782 TTY: 855-498-2447	866-270-4909 TTY: 888-204-3771	855-696-0705 TTY: 866-830-3188	patricia.reidenbach@novitas-solutions.com	866-270-4909	http://humanservices.arkansas.gov/dms/pages/ICD-10.aspx
California	855-609-9960 TTY: 855-549-9874	877-320-0390 TTY: 866-879-2704	866-590-6724 TTY: 877-753-8124	medicalpolicy@noridian.com	policydmedraft@noridian.com	http://files.medical.ca.gov/pubsdoco/hipaa/hipaa_icd10_home.asp
Colorado	855-252-8782 TTY: 855-498-2447	866-270-4909 TTY: 888-204-3771	877-299-4500 TTY: 866-854-1876	patricia.reidenbach@novitas-solutions.com	866-270-4909	https://www.colorado.gov/hcpf

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	A/B MAC Toll Free Numbers	DME MAC Toll Free Numbers	Home Health & Hospice MAC Toll Free Numbers	A/B LCD Concerns Contact Information	DME LCD Concerns Contact Information	State Medicaid Agency Contact Information
Connecticut	A: 888-855-4356 B: 866-837-0241 TTY: 866-786-7155	866-590-6731 TTY:888-897-7539	866-289-0423 TTY: 866-786-7155	ICD-10-CMMPUdepartment@ant-hem.com	Outreach-Education@hp.com	https://www.ctdssmap.com/CTPortal/default.aspx
Delaware	877-235-8073 TTY: 877-235-8051	866-590-6731 TTY:888-897-7539	877-299-4500 TTY: 866-854-1876	vicki.kurland@novitas-solutions.com	Outreach-Education@hp.com	http://www.dmap.state.de.us/home/index.html
District of Columbia	877-235-8073 TTY: 877-235-8051	866-590-6731 TTY:888-897-7539	877-299-4500 TTY: 866-854-1876	vicki.kurland@novitas-solutions.com	Outreach-Education@hp.com	https://www.dc-medicaid.com/dcwebportal/home
Florida	A: 888 664 4112 B: 866-454-9007 TTY: 877-660-1759	866-270-4909 TTY: 888-204-3771	855-696-0705 TTY: 866-830-3188	medical.policy@fcso.com	866-270-4909	http://ahca.myflorida.com/Medicaid/ICD-10/
Georgia	877-567-7271 TTY: 877-467-7516	866-270-4909 TTY: 888-204-3771	855-696-0705 TTY: 866-830-3188	cmd@cahabagba.com	866-270-4909	http://dch.georgia.gov/icd-10
Hawaii	855-609-9960 TTY: 855-549-9874	877-320-0390 TTY: 866-879-2704	866-590-6724 TTY: 877-753-8124	medicalpolicy@noridian.com	policydmedraft@noridian.com	http://www.med-quest.us/
Idaho	877-908-8431 TTY: 877-261-4163	877-320-0390 TTY: 866-879-2704	866-590-6724 TTY: 877-753-8124	medicalpolicy@noridian.com	policydmedraft@noridian.com	https://www.idmedicaid.com/ICD/10%20Transition.aspx

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	A/B MAC Toll Free Numbers	DME MAC Toll Free Numbers	Home Health & Hospice MAC Toll Free Numbers	A/B LCD Concerns Contact Information	DME LCD Concerns Contact Information	State Medicaid Agency Contact Information
Illinois	A: 877-702-0990 TTY: 888-897-7523 B: 866-234-7340 TTY: 877-236-7849	866-590-6727 TTY: 888-897-7534	855-696-0705 TTY: 877-486-2048	ICD-10-CMMPUdepartment@anthem.com	DMETraining@anthem.com	http://www2.illinois.gov/hfs/Pages/default.aspx
Indiana	866-234-7331 TTY: 855-474-0049	866-590-6727 TTY: 888-897-7534	855-696-0705 TTY: 877-486-2048	policycomments@wpsic.com	DMETraining@anthem.com	provider.indianamedicaid.com/http://provider.indianamedicaid.com/general-provider-services/icd-10-information.aspx
Iowa	866-518-3285 TTY: 866-518-3293	877-320-0390 TTY: 866-879-2704	877-299-4500 TTY: 866-854-1876	policycomments@wpsic.com	policydmedraft@noridian.com	http://dhs.iowa.gov/ime/providers/tools-trainings-and-services/medicaid-initiatives/ICD-10
Kansas	866-518-3285 TTY: 866-518-3293	877-320-0390 TTY: 866-879-2704	877-299-4500 TTY: 866-854-1876	policycomments@wpsic.com	policydmedraft@noridian.com	https://www.kmap-state-ks.us/
Kentucky	A: 866-590-6703 TTY: 877.486.2048 B: 866-276-9558 TTY: 888-270-9481	866-590-6727 TTY: 888-897-7534	855-696-0705 TTY: 877-486-2048	cmd.inquiry@cgsadmin.com	DMETraining@anthem.com	http://chfs.ky.gov/dms/ICD10.htm

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Louisiana	855-252-8782 TTY: 855-498-2447	866-270-4909 TTY: 888-204-3771	855-696-0705 TTY: 866-830-3188	patricia.reidenbach@novitas-solutions.com	866-270-4909	http://www.lamedicaid.com/provweb1/HIPAA/ICD-10_Index.htm
Maine	A:888-855-4356 B:866-837-0241 TTY:866-786-7155	866-590-6731 TTY:888-897-7539	866-289-0423 TTY: 866-786-7155	ICD-10-CMMPUdepartment@ant-hem.com	Outreach-Education@hp.com	http://www.maine.gov/dhhs/oms/icd-10/
Maryland	877-235-8073 TTY: 877-235-8051	866-590-6731 TTY:888-897-7539	877-299-4500 TTY: 866-854-1876	vicki.kurland@novitas-solutions.com	Outreach-Education@hp.com	https://mmcp.dhmd.maryland.gov/SitePages/ICD-10%20Conversion.aspx
Massachusetts	A: 888-855-4356 B: 866-837-0241 TTY: 866-786-7155	866-590-6731 TTY:888-897-7539	866-289-0423 TTY: 866-786-7155	ICD-10-CMMPUdepartment@ant-hem.com	Outreach-Education@hp.com	http://www.mass.gov/eohhs/gov/newsroom/masshealth/providers/icd10-implementation.html
Michigan	866-234-7331 TTY: 855-474-0049	866-590-6727 TTY: 888-897-7534	866-590-6724 TTY: 877-236-7849	policycomments@wpsic.com	DMETraining@anthem.com	http://www.michigan.gov/mdch/0,1607,7-132-2945_42542_42543_42546_42552_42696-256928--,00.html

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Minnesota	A: 877-702-0990 TTY: 888-897-7523 B: 866-234-7340 TTY: 877-236-7849	866-590-6727 TTY: 888-897-7534	866-590-6728 TTY: 877-236-7849	ICD-10-CMMPUdepartment@anthem.com	DMETraining@anthem.com	http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_163450
Mississippi	855-252-8782 TTY: 855-498-2447	866-270-4909 TTY: 888-204-3771	855-696-0705 TTY: 866-830-3188	patricia.reidenbach@novitas-solutions.com	866-270-4909	http://www.medicaid.ms.gov/preparing-for-the-international-classification-of-diseases-10th-edition-icd-10/
Missouri	866-518-3285 TTY: 866-518-3293	877-320-0390 TTY: 866-879-2704	877-299-4500 TTY: 866-854-1876	policycomments@wpsic.com	policydmedraft@noridian.com	https://dss.mo.gov/mhd/
Montana	877-908-8431 TTY: 877-261-4163	877-320-0390 TTY: 866-879-2704	877-299-4500 TTY: 866-854-1876	medicalpolicy@noridian.com	policydmedraft@noridian.com	http://medicaidprovider.mt.gov/icd10
Nebraska	866-518-3285 TTY: 866-518-3293	877-320-0390 TTY: 866-879-2704	877-299-4500 TTY: 866-854-1876	policycomments@wpsic.com	policydmedraft@noridian.com	http://dhhs.ne.gov/medicaid/Pages/ICD-10.aspx

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Nevada	855-609-9960 TTY: 855-549-9874	877-320-0390 TTY: 866-879-2704	866-590-6724 TTY: 877-753-8124	medicalpolicy@noridian.com	policydmedraft@noridian.com	https://www.medicaid.nv.gov/
New Hampshire	A: 888-855-4356 B: 866-837-0241 TTY: 866-786-7155	866-590-6731 TTY: 888-897-7539	866-289-0423 TTY: 866-786-7155	ICD-10-CMMPUdepartment@anthem.com	Outreach-Education@hp.com	https://nhmmis.nh.gov/portals/wps/portal/EnterpriseHome
New Jersey	877-235-8073 TTY: 877-235-8051	866-590-6731 TTY: 888-897-7539	866-590-6728 TTY: 877-753-8124	vicki.kurland@novitas-solutions.com	Outreach-Education@hp.com	https://www.njmmis.com/
New Mexico	855-252-8782 TTY: 855-498-2447	866-270-4909 TTY: 888-204-3771	855-696-0705 TTY: 866-830-3188	policycomments@wpsic.com	866-270-4909	https://nmmedicaid.acs-inc.com/static/ProviderInformation.htm#ICD_10Testing
New York	A: 888-855-4356 B: 866-837-0241 TTY: 866-786-7155	866-590-6731 TTY: 888-897-7539	866-289-0423 TTY: 866-786-7155	ICD-10-CMMPUdepartment@antem.com	Outreach-Education@hp.com	https://www.emedny.org/icd/index.aspx
North Carolina	855-696-0705 TTY: 866-830-3188	866-270-4909 TTY: 888-204-3771	855-696-0705 TTY: 866-830-3188	ICD10.Policy@PalmettoGBA.com	866-270-4909	https://www.nctracks.nc.gov/content/public/providers/ICD10.html
North Dakota	877-908-8431 TTY: 877-261-4163	877-320-0390 TTY: 866-879-2704	877-299-4500 TTY: 866-854-1876	medicalpolicy@noridian.com	policydmedraft@noridian.com	http://www.nd.gov/dhs/services/medicalserv/medicaid/icd10.html

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Ohio	A: 866-590-6703 TTY: 877.486.2048 B: 866-276-9558 TTY: 888-270-9481	866-590-6727 TTY: 888-897-7534	855-696-0705 TTY: 877-486-2048	cmd.inquiry@cgsadmin.com	DMETraining@anthem.com	http://medicaid.ohio.gov/PROVIDERS/Billing/ICD10.aspx
Oklahoma	855-252-8782 TTY: 855-498-2447	866-270-4909 TTY: 888-204-3771	855-696-0705 TTY: 866-830-3188	patricia.reidenbach@novitas-solutions.com	866-270-4909	http://www.okhca.org/providers.aspx?id=13940
Oregon	877-908-8431 TTY: 877-261-4163	877-320-0390 TTY: 866-879-2704	866-590-6724 TTY: 877-753-8124	medicalpolicy@noridian.com	policydmedraft@noridian.com	http://www.oregon.gov/oha/healthplan/pages/icd10.aspx
Pennsylvania	877-235-8073 TTY: 877-235-8051	866-590-6731 TTY: 888-897-7539	877-299-4500 TTY: 866-854-1876	vicki.kurland@novitas-solutions.com	Outreach-Education@hp.com	http://www.dhs.state.pa.us/provider/icd10information/index.htm
Rhode Island	A: 888-855-4356 B: 866-837-0241 TTY: 866-786-7155	866-590-6731 TTY: 888-897-7539	866-289-0423 TTY: 866-786-7155	ICD-10-CMMPUdepartment@ant-hem.com	Outreach-Education@hp.com	http://www.eohhs.ri.gov/ProvidersPartners/ICD-10Implementation.aspx
South Carolina	855-696-0705 TTY: 866-830-3188	866-270-4909 TTY: 888-204-3771	855-696-0705 TTY: 866-830-3188	ICD10.Policy@PalmettoGBA.com	866-270-4909	https://msp.scdhhs.gov/aca/webform/contact-us
South Dakota	877-908-8431 TTY: 877-261-4163	877-320-0390 TTY: 866-879-2704	877-299-4500 TTY: 866-854-1876	medicalpolicy@noridian.com	policydmedraft@noridian.com	https://dss.sd.gov/medicaid/providers/icd10.aspx

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Tennessee	877-567-7271 TTY: 877-467-7516	866-270-4909 TTY: 888-204-3771	855-696-0705 TTY: 866-830-3188	cmd@cahabagba.com	866-270-4909	https://www.cms.gov/Medicare/Coding/ICD10/Downloads/TennesseeCareProvidersICD10.pdf
Texas	855-252-8782 TTY: 855-498-2447	866-270-4909 TTY: 888-204-3771	855-696-0705 TTY: 866-830-3188	patricia.reidenbach@novitas-solutions.com	866-270-4909	http://www.tmhp.com/Pages/CodeUpdates/ICD-10.aspx
Utah	877-908-8431 TTY: 877-261-4163	877-320-0390 TTY: 866-879-2704	877-299-4500 TTY: 1-866-854-1876	medicalpolicy@noridian.com	policydraft@noridian.com	https://medicaid.utah.gov/
Vermont	A:888-855-4356 B:866-837-0241 TTY:866-786-7155	866-590-6731 TTY:888-897-7539	866-289-0423 TTY:866-786-7155	ICD-10-CMMPUdepartment@anthem.com	Outreach-Education@hp.com	http://dvha.vermont.gov/for-providers/icd-10
Virginia	855-696-0705 TTY: 866-830-3188	866-270-4909 TTY: 888-204-3771	877-299-4500 TTY: 866-854-1876	ICD10.Policy@PalmettoGBA.com	866-270-4909	https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/ICD10
Washington State	877-908-8431 TTY: 877-261-4163	877-320-0390 TTY: 866-879-2704	866-590-6724 TTY: 877-753-8124	medicalpolicy@noridian.com	policydraft@noridian.com	http://www.hca.wa.gov/Pages/ICD-10Implementation.aspx

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	A/B MAC Toll Free Numbers	DME MAC Toll Free Numbers	Home Health & Hospice MAC Toll Free Numbers	A/B LCD Concerns Contact Information	DME LCD Concerns Contact Information	State Medicaid Agency Contact Information
West Virginia	855-696-0705 TTY: 866-830-3188	866-270-4909 TTY: 888-204-3771	877-299-4500 TTY: 866-854-1876	ICD10.Policy@PalmettoGBA.com	866-270-4909	https://www.wvmmis.com/SitePages/ICD-10%20Transition.aspx
Wisconsin	A: 877-702-0990 TTY: 888-897-7523 B: 866-234-7340 TTY: 877-236-7849	866-590-6727 TTY: 888-897-7534	866-590-6728 TTY: 877-236-7849	ICD-10-CMMPUdepartment@anthem.com	DMETraining@anthem.com	https://www.forwardhealth.wi.gov/WIPortal/Tab/42/icscontent/html/ICD10/ICD10Home.htm.spage
Wyoming	877-908-8431 TTY: 877-261-4163	877-320-0390 TTY: 866-879-2704	877-299-4500 TTY: 866-854-1876	medicalpolicy@noridian.com	policydmedraft@noridian.com	http://www.wyomingicd10.com/

TERRITORY	MEDICARE					MEDICAID
	A/B MAC Toll Free Numbers	DME MAC Toll Free Numbers	Home Health & Hospice MAC Toll Free Numbers	A/B LCD Concerns Contact Information	DME LCD Concerns Contact Information	State Medicaid Agency Contact Information
American Samoa	855-609-9960 TTY: 855-549-9874	877-320-0390 TTY: 866-879-2704	866-590-6724 TTY: 877-753-8124	medicalpolicy@noridian.com	policydmedraft@noridian.com	TBD
Guam	855-609-9960 TTY: 855-549-9874	877-320-0390 TTY: 866-879-2704	866-590-6724 TTY: 877-753-8124	medicalpolicy@noridian.com	policydmedraft@noridian.com	http://dphss.guam.gov/
Northern Mariana Islands	855-609-9960 TTY: 855-549-9874	877-320-0390 TTY: 866-879-2704	866-590-6724 TTY: 877-753-8124	medicalpolicy@noridian.com	policydmedraft@noridian.com	medicaid.cnmi.mp/index.php/about-us
Puerto Rico	A: 877-908-8433 B: 877-715-1921 TTY: 866-523-4759	866-270-4909 TTY: 888-204-3771	866-590-6728 TTY: 877-753-8124	medical.policy@fcso.com	866-270-4909	https://www.medicaid.pr.gov
Virgin Islands	A: 888-664-4112 B: 866-454-9007 TTY: 877-660-1759	866-270-4909 TTY: 888-204-3771	866-590-6728 TTY: 877-753-8124	medical.policy@fcso.com	866-270-4909	https://www.vimmis.com/Base%20Document%20Library/ICD-10%20Transition.aspx?PageView=Shared