



Santa Clara  
Family Health Plan  
*The Spirit of Care*

**To:** SCFHP Provider  
**From:** Jennifer Clements, Director of Provider Operations  
**Date:** August 24, 2015  
**Subject:** **ICD-10 Impact on Authorizations and Claims Payments**

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Dear Provider:

The deadline for ICD-10 compliance is **October 1, 2015**. Please read this notice carefully as it contains important information about authorizations and claims payment regarding ICD-10.

### **Authorizations**

- **Before October 1, 2015**

Can I submit a new authorization request with ICD-10 codes before October 1, 2015?

No. SCFHP cannot authorize a request with an ICD-10 code prior to October 1, 2015. The authorization request will be denied.

- **On or After October 1, 2015**

Can I submit a new authorization request with ICD-9 codes on or after October 1, 2015?

No. All authorization requests received on or after October 1, 2015 must contain valid ICD-10 codes or they will be denied.

- **Authorizations that Crossover October 1, 2015**

I received an authorization prior to October 1, and the termination date on the authorization is after October 1, 2015. Do I need to request another authorization?

No. Providers are not required to request a second authorization for dates of service that span the implementation date of October 1, 2015.

### **Claims**

- **Before October 1, 2015**

Can I submit a claim with ICD-10 codes before October 1, 2015?

No. SCFHP will not accept claims with an ICD-10 code prior to October 1, 2015.

- **On or After October 1, 2015**

Can I submit a claim with ICD-9 codes for dates of service on or after October 1, 2015?

No. All claims received with dates of service on or after October 1, 2015 must contain valid ICD-10 codes or they will be rejected by one of SCFHP's contracted clearinghouses or by our claims system.

- **Claims that Crossover October 1, 2015**

Can I submit 1 claim that spans the implementation date of October 1, 2015?

No. Providers must submit separate claims for dates of service that span the implementation date or they will be rejected by one of SCFHP's contracted clearinghouses or by our claims system.

As of today there are only 37 days left until the October 1 effective date! Are you ready?

If you have any questions please contact SCFHP Provider Services at **1-408-874-1788**.