

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 health care community, and the beneficiaries and consumers who rely on health care 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 health care 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 (MAC) 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 your [CMS Regional Office](#) for questions. The Regional Offices of the Centers for Medicare & Medicaid Services are the agency's state and local presence. Regional field staff work closely with beneficiaries, health care providers, state governments, CMS contractors, community groups and others to provide education and address questions. Providers may send ICD-10 inquiries to the appropriate regional office using the email address on the [CMS Regional Offices](#) page.

| STATE | MEDICARE | | | | | MEDICAID |
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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 |
| 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.medicaid.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.medicall.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@anthem.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@novitasolutions.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@novitasolutions.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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| 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/TennesseeCareProviderICD10.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@antheam.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.viriniamedicaid.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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| 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 |
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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 |
| 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 |