



999 Oakmont Plaza Drive
Suite 400
Westmont, IL 60559

October 22, 2015

Dear Provider,

Thank you for your continued partnership with IlliniCare Health. Thank you also for your hard work and preparation to make the ICD-10 transition process a smooth one. We appreciate your effort and value your partnership.

With any industry-wide transition as large as ICD-10 there are often unforeseen issues which require correction and remediation. We recently experienced one such issue related to claims with certain diagnosis codes.

Certain conditions were not valid for a primary diagnosis in ICD-9 because they lacked the specificity for a primary diagnosis. However, due to the more granular nature of ICD-10 coding these diagnoses are valid for a primary diagnosis in ICD-10. However, we incorrectly continued to deny claims with the codes in question following the ICD-10 conversion date. Our records indicate that you received one or more denial notifications due to this error. The denial code used was "EXEC" with a description of "Diagnosis cannot be used as primary diagnosis, please resubmit".

We are reprocessing all claims which denied in error, and you do not need to resubmit claims which denied for this reason.

We have since corrected this issue, and moving forward all ICD-10 claims using the diagnosis codes in question will adjudicate normally. We apologize for the inconvenience and we thank you for your patience as we work to keep normal business operations running smoothly during this time of significant change.

Please do not hesitate to contact provider services at 866-329-4701 with any questions or concerns you may have.

Sincerely,

IlliniCare Health

866-329-4701
TDD/TTY 866-811-2452

IlliniCare.com