



ICD-10

Official CMS Industry Resources for the ICD-10 Transition
www.cms.gov/ICD10



ICD-10. COMPLIANCE DATE OCTOBER 1, 2015

News Updates | October 14, 2015

Contact List for Providers with Questions About Medicare and Medicaid

On October 1 the United States health care community transitioned to ICD-10. Recognizing that providers may still need help with the transition, CMS has issued a new [ICD-10 Resource Guide and Contact List](#) to help them find answers to their questions.

CMS remains committed to working with the community on the transition. Help is available if you experience any challenges using ICD-10. To locate ICD-10 information and contacts quickly:

- **Step 1** Find resources on our [CMS ICD-10 website](#) and [Road to 10](#) online tool.
- **Step 2** Contact your [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.
 - The new [ICD-10 Resource Guide and Contact List](#) gives MAC and Medicaid contact info organized by state.
- **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. Responses will typically be sent within 3 business days of receipt.

Keep Up to Date on ICD-10

Visit the CMS [ICD-10 website](#) and [Roadto10.org](#) for the latest news and resources, including the [ICD-10 Quick Start Guide](#). Sign up for [CMS ICD-10 Email Updates](#) and [follow us](#) on Twitter.



Questions? [Contact Us](#)

Stay Connected:



Subscriber Services: [Manage Preferences](#) | [Unsubscribe](#)
