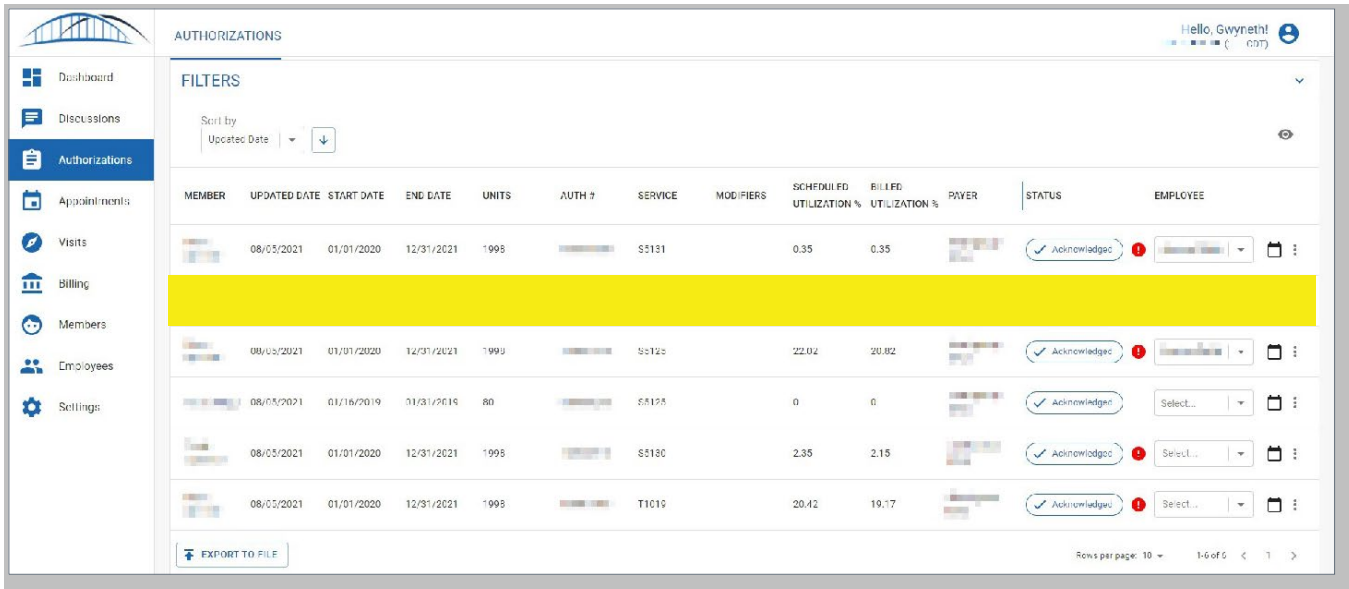


DIAGNOSIS CODES IN THE PROVIDER PORTAL FOR BLUE CROSS AND BLUE SHIELD OF NORTH CAROLINA®

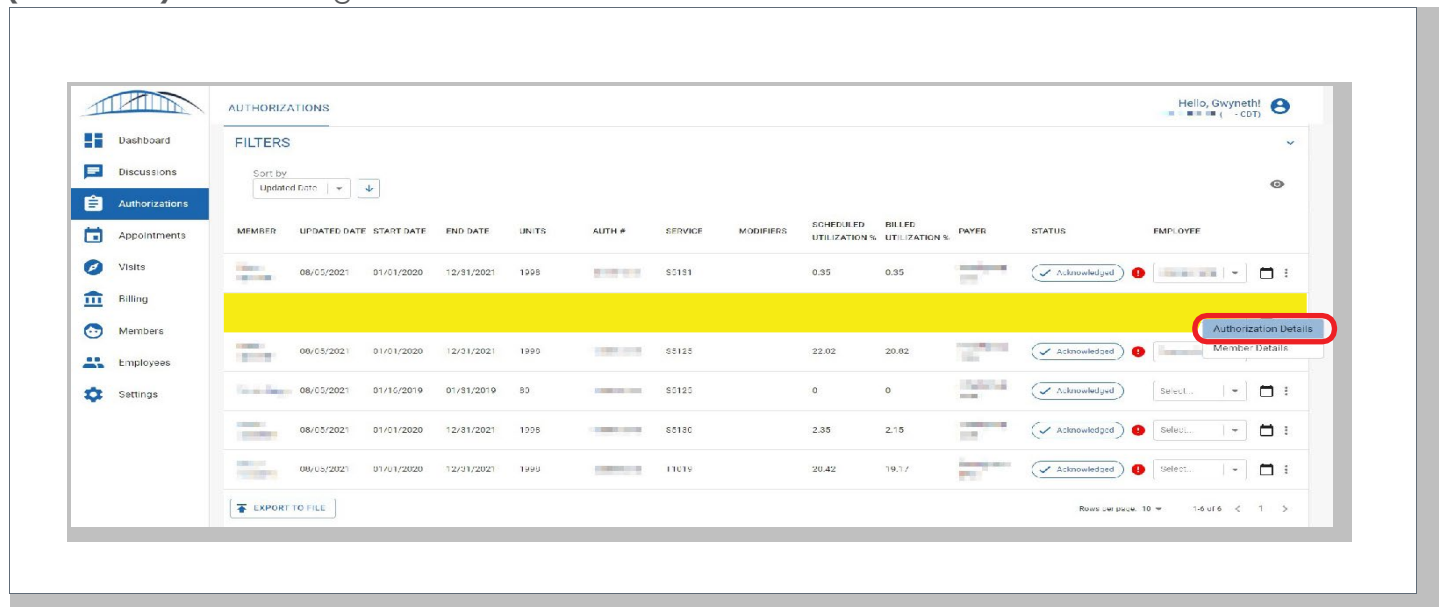
There may be select times when you have a need to modify a diagnoses code. For example, if you notice that a diagnosis code associated with an authorization does not meet the required billing specificity, or isn't the diagnosis code that you've used historically for billing. Please use the following guide as a resource to find and modify a member's diagnosis code in the provider portal.

WHERE TO FIND A MEMBER'S DIAGNOSIS CODE



Then select **Authorization**

From the Authorizations page, find the Member you wish to modify, and click on the **options menu (three dots)** at the far right of the row.



CareBridge is an independent company providing electronic visit verification for Healthy Blue members on behalf of Blue Cross and Blue Shield of North Carolina.

Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. ® Marks of the Blue Cross and Blue Shield Association.

MODIFYING A MEMBER'S DIAGNOSIS CODE

In the Authorization Details dialog box, look for the fields, 'Diagnosis Code 1' and 'Diagnosis Code 2'. 'Diagnosis Code 1' is the default code that is included the Authorization file.

The screenshot shows the 'Authorization Details' dialog box. At the top, it displays 'Authorization' with a blurred name, the dates '01/18/2019 - 07/31/2019', and 'Status: Acknowledged'. A dropdown menu shows 'As of 08/05/2021 01:13 AM (current)'. Below this, the 'UNITS' section is active, showing 'SCHEDULED UNITS' (4 of 1040 used) and 'BILLED UNITS' (0 of 1040 used). The main details section includes: Payer (blurred), Auth Number (blurred), Start-End Date (01/18/2019 - 07/31/2019), Service Code (S5150), Units (1040), Modifier 1 (UC), Employee (blurred), and Member Eligibility (06/01/2018 - 12/31/2199). Two dropdown menus for 'Diagnosis Code 1' (R6889) and 'Diagnosis Code 2' are highlighted with red boxes. At the bottom, there are three buttons: 'SCHEDULE APPOINTMENT', '+ MANUAL ENTRY', and 'SAVE AND CLOSE'.

Diagnosis Code 2 is an editable field that the user can utilize to search for another (ICD-10) diagnosis code. To search for a second ICD-10 code, begin typing the code in that field, and the field automatically searches for it. Select the second Diagnosis Code and it will automatically be associated with that authorization.

The first screenshot shows the 'Diagnosis Code 2' dropdown menu with a search bar containing a yellow highlight. A red arrow points to the search bar. Below the search bar is a list of ICD-10 codes: G000, G001, G002, G003, G008, G009, G01, G02, and G030. The second screenshot shows the same list, but with 'G003' selected and highlighted in blue, and a red box around it.

Once the new Diagnosis Code has been selected, the user must then select the **SAVE AND CLOSE** button to save their changes.

Authorization As of 08/05/2021 01:13 AM (current)

01/18/2019 - 07/31/2019
Status: Acknowledged

Authorization Details ^

UNITS

SCHEDULED UNITS
4 UNITS OF 1040 UNITS USED

4 / 1036

SCHEDULED AVAILABLE

BILLED UNITS
0 UNITS OF 1040 UNITS USED

0 / 1040

BILLED AVAILABLE

Payer: [Redacted] Auth Number: [Redacted] Start-End Date: 01/18/2019 - 07/31/2019

Service Code: S5150 Units: 1040 Diagnosis Code 1: R6889

Modifier 1: UC

Employee: [Redacted] Member Eligibility: 06/01/2018 - 12/31/2199

No Current Note

SCHEDULE APPOINTMENT **+ MANUAL ENTRY** **SAVE AND CLOSE**