

PROVIDER EDUCATION: IMPROVE YOUR CODING ACCURACY

A MESSAGE FOR OUR VALUED NETWORK PROVIDERS

Cigna is committed to the health of our Medicare Advantage beneficiaries, and to taking reasonable steps in an effort to ensure coding accuracy and completeness. As part of those efforts, we provide coding education intended to assist our providers in submitting accurate and complete coding.

As a follow up to the letter we sent out in March 2019, Cigna has found that there are three specific areas in which providers may be able to improve the accuracy and completeness of their diagnosis coding.

Acute vs History of a Condition Codes



Some providers **may use an acute code where a sequela code may be more appropriate**. Examples include stroke, myocardial infarction, and traumatic injuries.

- Acute Codes: A condition that *currently* exists on an acute basis
- Sequela Codes: *History of* diagnosis – a condition that is not currently active from a coding perspective, but has historically applied to the patient. These acute conditions typically do not occur in certain outpatient settings, such as a physician's office.

Scenario 1: A customer has a stroke that requires a lengthy rehabilitation. During the rehabilitation period, a provider uses an acute stroke code when a *sequela* stroke code may have been more appropriate.

Scenario 2: A provider codes a cancer as active, when the cancer may have been more appropriately coded as being no longer active.

Gender Codes



Conditions typically associated with a **particular gender may be miscoded**. For example, female patients may be miscoded with prostate cancer, and male patients may be miscoded with female breast cancer.

Provider Coding Education Resources

Provider Education Website

[MedicareProviders.Cigna.com/ICD-10](https://www.MedicareProviders.Cigna.com/ICD-10)

We encourage you to review these educational tools and resources which are available on our website.

- ✓ ICD-10 Code Clarification List
- ✓ 2020 Best Practices and Guidelines for Risk Adjustment and ICD-10-CM Coding
- ✓ Disease-Specific Training Sessions
- ✓ Screen Tools

Provider Education Specialists (PES)

are available to answer your coding and documentation questions at ProviderEducation@cigna.com.



Population Codes



Conditions **not typically associated with patients of Medicare age or present in the U.S. may be miscoded**. Examples include
Cystic fibrosis: Patients are not likely to survive to age 65 and older
Kwashiorkor: A malnourishment condition associated with less developed countries.

Other conditions we encourage our providers to review carefully from a coding perspective include:

- Morbid obesity
 - Diabetes
 - Chronic kidney disease
 - Congestive heart failure
 - Depression
 - Chronic obstructive pulmonary disease
 - Vascular disease
 - Rheumatoid arthritis
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Thank you for your continued diligence and support as we work together to care for our customers. Together, we can continue to improve the accuracy and completeness of diagnosis coding.

Sincerely,

Tara Krupp
Operations Managing Director
Medicare Advantage Department

Together, all the way.®

