

DEPARTMENT: Regulatory Compliance Support	POLICY DESCRIPTION: Coding Help Line
PAGE: 1 of 4	REPLACES POLICY DATED: 3/6/98, 4/16/99, 5/9/00, 8/1/00, 6/1/02, 3/1/04 (HIM.COD.004), 3/6/06, 3/1/07, 7/1/09, 2/1/10, 3/1/13, 4/15/13, 10/1/15, 2/1/17
EFFECTIVE DATE: May 1, 2018	REFERENCE NUMBER: REGS.COD.004
APPROVED BY: Ethics and Compliance Policy Committee	

SCOPE: All personnel responsible for performing, supervising or monitoring coding of inpatient or outpatient services including, but not limited to:

Administration Emergency Department	
Corporate Regulatory Compliance Support	Ethics and Compliance Officers
Facility Health Information Management	Physician Advisors
Case Management/Quality Resource Management	Service Centers
Parallon Business Performance Group	
Clinical Documentation Improvement (CDI)	

May be applicable to other areas performing coding (point of service) including, but not limited to:

Hospital Clinics
Radiology Department
Laboratory Department
Ancillary Department

PURPOSE: To provide guidelines for using the 3M Nosology Coding Help Line to provide consistent answers and advice for questions related to ICD-10-CM/PCS and CPT code assignments and DRG/APC assignments.

The 3M Nosology Coding Help Line, operated by 3M Nosology staff, is available to all Company-affiliated acute medical/surgical facilities with 3M Encoder software to provide quality advice for complete, accurate and consistent coding.

POLICY: The 3M Nosology Coding Help Line should be utilized to provide consistent answers and/or advice for inpatient and outpatient coding questions.

Definition:

Coding – Coding is a function by which there is an assignment of a numeric or an alphanumeric classification to identify diagnoses and procedures. These classifications or “codes” are assigned based upon a review of the source document (medical record). The classifications utilized for this purpose include: ICD-10-CM (International Classification of Disease – 10th revision – Clinical Modification); ICD-10-PCS (International Classification of Disease - 10th revision - Procedure Coding System); CPT (Current Procedural Terminology) or HCPCS Level II (Healthcare Common Procedure Coding Systems).

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PROCEDURE:

1. Questions requiring external assistance related to ICD-10-CM diagnosis or procedure codes, CPT procedure codes or sequencing/grouping questions should be referred, via electronic submission, to the Coding Helpline operated by the 3M Nosology staff through the 3M HIS Support website at <https://support.3mhis.com>. This website may be accessed through the 3M Encoder through the “Contact Us” on the Help menu.
 - a. Questions or issues related to Regulatory Compliance Support policies and procedures should be directed to the Regs Helpline at <http://trinisys.app.medicity.net/regshelpline>.
 - b. Chargemaster questions should be forwarded to the Regs Helpline at <http://trinisys.app.medicity.net/regshelpline>.
 - c. HIM operational issues should be forwarded to the HIM Operations Communication Mailbox (Corpgenmailboxcomhim@HCAHealthcare.com).
2. Health Information Management Service Center (HSC)/Facility Coding staff should be prepared to provide coding recommendations when seeking clarification for coding advice (*i.e.*, ICD-10-CM/PCS code(s) and/or CPT code(s) being considered).
3. All Nosology questions must be submitted online through the 3M HIS Support website at <https://support.3mhis.com>
4. Business hours for the Coding Helpline (*i.e.* Nosology Services team) are Monday – Friday from:
 - 4:30 a.m. – 5:30 p.m. Pacific Standard Time
 - 5:30 a.m. – 6:30 p.m. Mountain Standard Time
 - 6:30 a.m. – 7:30 p.m. Central Standard Time
 - 7:30 a.m. – 8:30 p.m. Eastern Standard Time
5. The nosologist and the requester will review the coding or grouping question submitted electronically. This may include, documentation uploaded from the chart and submitted via the 3M HIS Support website at <https://support.3mhis.com>. **All protected health information (PHI) must be removed** from the uploaded document (*i.e.*, patient name, account number, date of service, and medical record number). The nosologist will provide coding advice in response to the question. This coding advice should contain any reference to the AHA Coding Clinic, CPT Assistant or other references used by the nosologist to respond to the question.

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6. If the requester does not agree with the advice received from 3M Nosology:
 - Express the reason for disagreeing with the answer and ask electronically for another opinion on the subject.
 - Conclude the electronic exchange but retain the incident number, conduct additional research, and via electronic exchange contact the nosologist citing the incident number and request further assistance.
 - If the requester still disagrees with the nosologist's advice, request electronically to have the question reviewed by a Nosology supervisor.
 - If there is still disagreement with the advice being proposed by 3M Nosology after contacting the supervisor, contact the Regs Helpline via <http://trinisys.app.medicity.net/regshelpline>.
 - Supply the following information:
 - The date of follow up with the 3M Nosology supervisor to discuss or review of the disagreement with the advice provided.
 - The advice the 3M Nosology supervisor provided, including the incident number.
 - The reason for the coding disagreement/need for clarification.
 - The code(s) the requester thinks should be assigned in this case.
 - Site any references researched that led to the code assigned.
 - i) The HSC or facility has the responsibility for final decisions.
 - ii) One question, with one account number, may be submitted per request to the Regs Helpline. Additional cases (i.e. account numbers) should be submitted as separate request(s).
7. For CPT coding questions that 3M Nosology is unable to answer, contact the Regs Helpline via <http://trinisys.app.medicity.net/regshelpline>.
 - a. Discuss the question and research performed and advise the Helpline that 3M Nosology was unable to provide an answer.
 - b. The Regs Helpline will either provide an answer or submit the question to the American Medical Association for clarification.
8. The Regulatory Compliance Support Department will conduct routine quality control reviews of the coding advice logs provided by the 3M Nosology Coding Help Line and the response times for queued questions.
9. Any coding advice from the 3M Nosology Coding Help Line requiring further clarification will be discussed with the 3M Nosology staff. If the Regulatory Compliance Support Department and 3M Nosology agree that inappropriate advice was provided to a facility, 3M Nosology will contact the facility to clarify the issue. This will be recorded by the Regulatory Compliance Support Department for future reference.

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10. Recurrent coding questions will be addressed by Regulatory Compliance Support for continuous coding education to support complete, accurate, and consistent coding.