



**health***code*<sup>®</sup>



## Code Map Maintenance and Group Code Sets

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## Code Map Maintenance and Group Code Sets

From 19 March 2012

- The ability to edit 'Code Map Maintenance' and 'Group Code Set' facilities will be withdrawn.
- Providers and Insurers will now have read access only.
- All Charge Code and Group Code Set system mappings/amendments will be carried out in house by Healthcode.

### Provider Process

- New Stock code – general day to day queries, for example Prosthetics and drugs.
  - Provide Healthcode with details of your code and the ISC code you want it to be mapped to.
- New service codes – things that are slightly outside the norm, like new services you provide, could be new package agreement or radiology service etc.
  - Review service with each Insurer to determine acceptance of the charge
  - Provide Healthcode with details of your chargecode and the ISC code you want it mapping to. Where possible use specific ISC codes rather than generic codes (Healthcode will ensure the codes are on the Insurer group code sets to avoid failures).
- New ISC code request
  - Follow the procedure already in place.

Healthcode will carry out the system updates to chargemasters held on our systems, we will ensure, where possible, that the ISC is added and updated on the appropriate Insurers group code sets, any queries in this area will be returned to the provider to review with the appropriate insurer.

Healthcode will confirm with the provider when the code has been added.

In an attempt to streamline the process please ensure that the requests for chargecode updates etc. come from a central location within your organisation. Should we receive requests from anyone outside our main contacts we will send the request to our main contacts for review.

## Insurer Process

- If an Insurer needs to add/amend a record to a Group Code Set they should forward the following details to Healthcode:
  1. The name of the Group Code Set to be amended
  2. Industry Standard Code
  3. Group Code (code they want the ISC code to be grouped to)
  4. Merge flag: Can have a value of D (Daycase Merge), M (Invoice Date Merge) or N (No merge)
  5. Requires a Procedure Code flag: Yes or No.
  6. Requires Description: Yes or No.
- Healthcode will carry out the instruction and inform the relevant Insurer the mapping/amendment has been completed.

In an attempt to streamline the process please ensure that the requests for group code set updates etc. come from a central location within your organisation. Any requests received from anyone outside of our agreed main contacts will be sent onto our main contacts for review.

## Insurers & Providers communication channels to Healthcode

Please use one of the following channels to communicate your requests.

- Email: [busdev@healthcode.co.uk](mailto:busdev@healthcode.co.uk)
- Email: [custserv@healthcode.co.uk](mailto:custserv@healthcode.co.uk)
- Healthcode online call log service

## Turnaround times

Please bear with us until we have fully implemented this new process. Our aim will be to have all requests addressed and actioned within 48 hours of receipt – during business hours Monday to Friday.