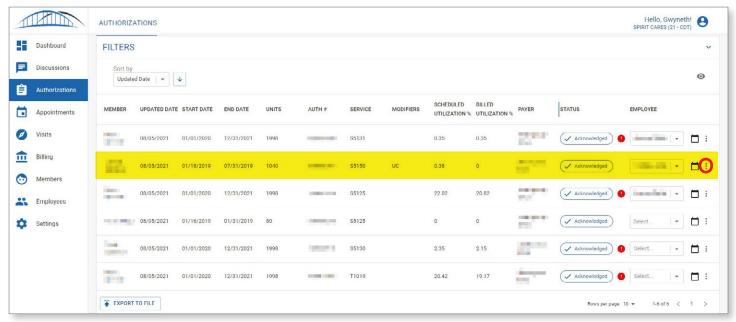
DIAGNOSIS CODES IN THE PROVIDER PORTAL FOR BLUE CROSS BLUE SHIELD OF NORTH CAROLINA®



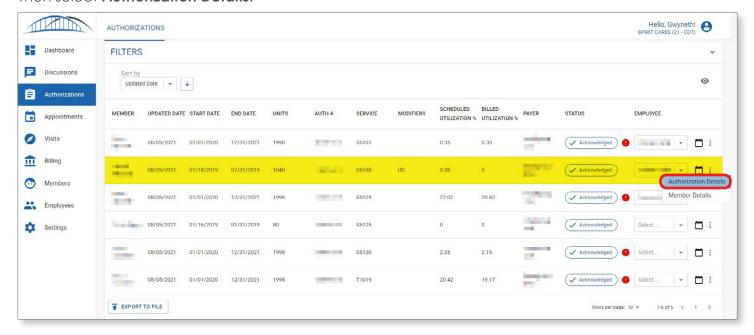
There may be select times when you have a need to modify a diagnoses code. For example, if you notice that a diagnosis code associated with an authorization does not meet the required billing specificity, or isn't the diagnosis code that you've used historically for billing. Please use the following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

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.

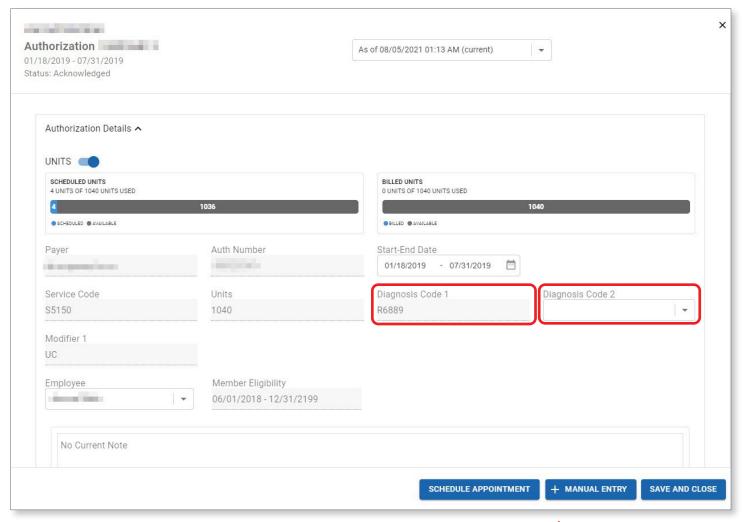


Then select Authorization Details.

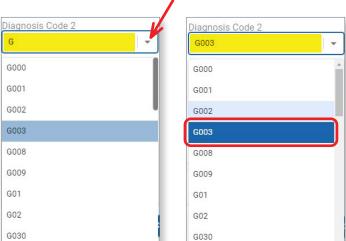


MODIFYING A MEMBER'S DIAGNOSIS CODE

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.



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.



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

