



Network **EXPRESS**

Important Coding Reminders

Claim edits on the Zelis platform

As part of our commitment to transparency and fairness in reimbursement, CDPHP partners with Zelis Healthcare to support clinical bill review.

Effective August 10, 2026, this will include reviewing all billed diagnosis codes for accuracy and specificity as outlined in the Zelis Claims Edits payment policy, available on the [CDPHP provider portal](#).

Important laterality reminder: ICD-10-CM guidelines require that diagnosis codes specify whether a condition affects the left or right side of the body, or is bilateral. When a bilateral code does not exist, separate left and right codes must be submitted. In rare situations where clarification cannot be obtained, an "unspecified" code may be used. If documentation contains conflicting laterality, a provider query is required.

For questions about a claim to which one of the claim edits in the policy was applied, contact Zelis directly at [866-489-9444](tel:866-489-9444).

National Drug Code (NDC) reporting requirements

CDPHP requires that all claims for drugs and vaccines include the 11-digit National Drug Code (NDC) that corresponds to the exact product and package administered.

Important update: In alignment with the NDC Reporting Requirements policy, available on the [CDPHP provider portal](#), **effective August 10, 2026**, any claim for a drug or vaccine submitted without a valid 11-digit NDC will be denied. A claim that is denied for this reason will need to be resubmitted as a corrected claim with the appropriate NDC included.

Questions? Call CDPHP Provider Services at [\(518\) 641-3500](tel:518-641-3500) or [800-926-7526](tel:800-926-7526)