



ICD-10: Ready or Not



Presentation to: Providers, Trading Partners and Billing Firms
Presented by: Camillia Harris, ICD-10 Communications Lead
Erica Baker, ICD-10 Communications Consultant



Mission

We will provide Georgians with access to affordable, quality health care through effective planning, purchasing and oversight.

We are dedicated to A Healthy Georgia.

Topics for Discussion

- **ICD-10 Overview**
 - Countdown to ICD-10
 - ICD-10 Facts
- **ICD-10 Preparation**
- **Forging Ahead**
 - Basics
 - Dual Coding
 - Workflow
- **ICD-10 Benefits and Rewards**
- **Today's Takeaways**
- **Closing**
 - Helpful Resources





ICD-10 Overview

Countdown to ICD-10

ICD-10

is coming

October 1, 2014



Countdown to ICD-10

258 days until ICD-10 is here!



ICD-10 Facts

- **Federal Mandate under Health Insurance Portability and Accountability Act (HIPAA) Regulations**
 - National impact, mandatory for all HIPAA-covered entities
 - Entities include: hospitals, physicians and other practitioners, health insurers, 3rd party payers, electronic transmission firms, clearinghouses, hardware/software vendors, billing practice and management firms, health care administrative and oversight agencies, public, and private health care research institutions
- **New ICD-10-CM and ICD-10-PCS code sets**
 - Replaces ICD-9-CM (Volumes 1, 2, and 3)
- **ICD-10 has no direct impact on Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS)**

ICD-10 Facts

- For services rendered on or after October 1, 2014
 - All claims must use ICD-10 codes
 - All claims using ICD-9 codes will NOT be accepted
- For services rendered before October 1, 2014
 - All claims must use ICD-9 codes
- **Systems must accommodate BOTH ICD-9 and ICD-10 codes**
 - Effective with the October 1, 2014 compliance date
- **Significant Code Increase from ICD-9**
 - *Increasing from 13,000 to approximately 68,000 ICD-10-CM codes*
 - *Increasing from 3,000 to approximately 87,000 ICD-10-PCS codes*
 - *ICD-10 has more than nine times the codes in ICD-9*



Why ICD-10 Matters

- ICD-10 **advances health care** and the implementation of eHealth initiatives
- ICD-10 **captures advances in medicine** and medical technology
- ICD-10 **improves data** for quality reporting
- ICD-10 **improves public health** research, reporting and surveillance



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

ICD-10 Preparation

ICD-10 Preparation

- **Do you have an ICD-10 Champion in your organization?**
 - The champion is the one leading the transition. Having a person or team dedicated to ICD-10 implementation will help to ensure a smooth transition.
- **Have you developed an ICD-10 communication and awareness plan?**
 - Communication is key in the transition to ICD-10. This plan, formal or informal, will make sure that a unified message is being distributed within your organization and with your trading partners.
- **Has staff training occurred?**
 - Review training efforts that have occurred and narrow down what topics you may need to be revisit.

ICD-10 Preparation

- **Have you utilized resources from accredited sources?**
 - There are a number of informative tools out on the web. Examples: educational tools, tools to assist with tracking your transition success, and more.
- **Have you communicated with Payers and/or related Vendors?**
 - Staying in the know of what other entities are doing to prepare for ICD-10 directly correlates with having a smooth transition.
- **Have you mapped your commonly used ICD-9 codes to ICD-10?**
Dual coding?
 - Dual coding is a great method to practice using ICD-10 code sets. That said, remember that ICD-10 codes will not be accepted until October 1, 2014.

ICD-10 Preparation

- **Have you executed Internal and External testing?**
 - Both phases of testing provide great feedback during the transition to ICD-10. Use the lessons learned to guide your organization and make appropriate updates as deemed necessary.
- **Have you looked for ways to improve your transition activities?**
 - Assess ICD-10 transition activities and determine if they are beneficial and effective for your organization. Each organization is different, what works for you may be different from what works best for another organization.



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Forging Ahead

Get Up to Speed

- **Planning**
 - Develop an implementation timeline
- **Communication and awareness**
 - Maintain internal communication with staff and external communication with payers and vendors
- **Office Assessment**
 - Perform a gap analysis
 - Assess vendor readiness
 - Assess business processes and IT systems affected
 - Budget review
- **Operational implementation**
 - Action plan of what you need to accomplish



Get Up to Speed

- **Training**
 - Analyze training needs within your organization
 - Train the trainer
- **Testing**
 - Internal
 - External
 - Lessons learned
- **Transition**
 - Go live with ICD-10 on October 1, 2014
- **Contingency Plan**
 - System edits
 - Claims rejections, cash flow delays



Dual Coding

- **What is Dual Coding?**
 - Dual coding is the process where coders use both ICD-9 and ICD-10 codes on medical records. This allows for practice with ICD-10 codes before it affects revenue and billing cycles.
- **What is the process?**
 - There are a variety of ways that you can execute the Dual Coding process. As with anything you have to determine what method is best suited for your organization.
 - Limiting to high-impact or high-volume areas
 - Concurrent Dual Coding (pre-billed)
 - Retrospective Dual Coding (post-billed)

Benefits of Dual Coding

- **What are the benefits of Dual Coding?**
 - Supplements other ICD-10 education initiatives and reduces overall education cost
 - Provides ongoing assessment of shortcomings and the opportunity to start working with physicians to improve documentation prior to implementation
 - Aids in external testing with payers and/ or clearinghouses
 - Levels out the learning curve and improves coding accuracy
 - Can prevent the need for clinical documentation audit by outside vendors
 - Builds awareness of the specificity needed when coding

Source: <http://icd10monitor.com/enews/item/1003-concurrent-or-retrospective-which-approach-to-dual-coding-is-best-for-you?highlight=WyJjb25jdXJyZW50llo=>

Process and Procedures

- **Workflow within your organization is subject to change with the implementation of ICD-10.**
 - Crosswalk your most commonly used ICD-9 codes to ICD-10 codes
 - General Equivalence Mappings (GEMs)
 - Superbills
 - ICD-10 Code Books
 - Understand how ICD-10 impacts your position within your organization
 - Continue training on new processes, codes and forms
 - Research resources
 - Streamline processes
 - Analyze workflows and productivity



ICD-10

Benefits and Rewards

Benefits of ICD-10 Compliance



Being in compliance will benefit your practice...

- ICD-10 will play a critical role in aligning the definitions of services and care rendered
- ICD-10 will help to reduce Fraud and Abuse
 - More effective detection and investigation of potential fraud or abuse and proof of intentional fraud
 - Modify edits to support correct coding with greater sensitivity and specificity to help prevent fraud and abuse
- ICD-10 is easier and more flexible for future updates
- ICD-10 will facilitate access to better clinical information
- ICD-10 enhances coding accuracy and specificity to classify anatomic site, etiology and severity
- ICD-10 provides better analyses for disease patterns and response to public health outbreaks

Rewards of ICD-10 Compliance



With a successful transition to ICD-10...

- Your cash flow continues, with claims processed and paid in a timely manner
- Your financial statement can remain stable, credit worthy
- You may experience efficiencies in administrative, billing and reimbursement processes
- You may experience fewer coding errors due to increased specificity
- You may experience improvement in patient care management
- You may enjoy a greater ROI on your health care IT system value, increased productivity
- You may incur an increased capability to prevent and detect health care fraud and abuse

Understand the Risks

- **Financial**
 - Payers cannot pay if coding is incomplete, incorrect
 - Cash flow delays
 - Weakened financial statements/ credit worthiness for the business
- **Administrative**
 - Delays in processing Prior Authorizations and Medical Reviews
 - Coding backlogs...billing backlogs
- **Regulatory**
 - Compliance issues
 - Payer audit issues
- **Patient Care**
 - Decisions may be based on inaccurate, incomplete data



Key Messages from Today's Session

- October 1, 2014, is the federally mandated compliance date for ICD-10. This date is firm.
- Evaluate your transition efforts to ensure your organization is prepared.
 - Take time to re-evaluate throughout the year to make certain you are on target for implementation
- Get up to speed with your transition efforts.
- Practice using ICD-10 codes.
 - Dual Coding
- Understand the benefits and risks associated with compliance.

Testing Update

- ICD-10 external testing is expected to begin within the first quarter of 2014. If you have not already notified us of your willingness to volunteer, please do so by sending an email to ICD10project@dch.ga.gov. If we already have you on the list, our External Testing Lead, Lena Gomes will be corresponding with you shortly to gather information and begin the scheduling process. If you have additional questions pertaining to the ICD-10 external testing phase, please feel free to contact her at: ICD-10_External_Testing@dch.ga.gov.*





GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Resources

CMS ICD-10 Checklists

- CMS has created ICD-10 Checklists to assist your organization in testing and overall ICD-10 compliance.
 - [Payer](#)
 - [Small Provider](#)
 - [Large Provider](#)
 - [Vendor to Provider](#)
 - [Vendor to Payer](#)

Source: <http://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/Affordable-Care-Act/End-to-End-Testing.html>



ICD-10 Training Resources



American Academy
of Pediatrics



DEDICATED TO THE HEALTH OF ALL CHILDREN™



ICD-10 Resources

- Centers for Medicare & Medicaid Services (CMS)
CMS Overview
 - CMS ICD-10 Implementation Planning Guides/Checklist
 - HHS, CMS ICD-10 Final Rule
 - CMS, HHS Complete list of code sets for ICD-10-CM and ICD-10-PCS; Final Rule and Official ICD-10-CM Guidelines
 - www.cms.hhs.gov/ICD10
- World Health Organization (WHO) ICD-10 Page
 - <http://www.who.int/classifications/icd/en/>

More ICD-10 Resources

- DCH Resources
 - DCH Website for ICD-10 Webinars/Downloads
<http://dch.georgia.gov/it-events>
 - DCH ICD-10 FAQs & Fact Sheet
<http://dch.georgia.gov/icd-10>
 - DCH Provider Resources
<http://dch.georgia.gov/providers>
 - ICD-10: A Four Part Series (Video)
<http://dch.georgia.gov/sorh-publications-and-presentations>
- HP Enterprise Services Statewide Workshops
 - Check Georgia <http://mmis.georgia.gov> for future ICD-10 workshops



Upcoming ICD-10 Webinars

Register Now

January 30, 2014: Countdown to ICD-10/ Top 10 Things to do to prepare for ICD-10

February 11, 2014: ICD-10 Resource Review/ Resource Walkthrough reframed

February 27, 2014: HCBS Waiver (Home and Community Based Service Providers)

March 11, 2014: Behavioral Health Services ...Open Discussion

March 27, 2014: ICD-10 Clinical and Policy Update

April 8, 2014: Surviving ICD-10: Tools and Tips for Transitioning

April 24, 2014: ICD-10 Case Studies

June 10, 2014: Repeat Roadmap ICD-10 Emergency Tool Kit and Open Discussion

June 26, 2014: ICD-10 Essentials

To register for the above webinars: Visit <http://dch.georgia.gov/it-events>

- Each webinar is scheduled for up to one hour, 10:30 – 11:30 a.m. ET.
- Unless otherwise noted, all webinars are targeted to Providers and Trading Partners.
- Please be advised that webinar dates and times are subject to change.



Thank You!

- Join us as an ICD-10 Beta Test Site, email us at:
 - icd10project@dch.ga.gov
- Join our mailing list at:
 - AskDCH@dch.ga.gov for ICD-10 events and updates
- We welcome your questions and comments at:
 - icd10project@dch.ga.gov

Questions & Comments

What about...?



Use the WebEx Q&A Feature

- Questions submitted will be answered via email within 4-6 business days of this event
- Or you may email us at:
icd10project@dch.ga.gov
- This presentation will be posted within 2 business days at
<http://dch.georgia.gov/it-events>