



# Surviving ICD-10 – Tools and Tips for Transitioning



Presentation to: Providers, Trading Partners and Billing Firms

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# 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 Delay
- ICD-10 Basics
- ICD-10 Tools & Tips
  - Delivered by Annie Lee Salle of HomeTown Health
- ICD-10 FAQs
- DCH Transition Status
- Resources
- Questions & Comments



# ICD-10 Delay

# Countdown to ICD-10

ICD-10 has been delayed until no  
earlier than

**October 1, 2015**

# Continue To Prepare

- **A delay should not slow your preparation progress**
  - Continue to follow your checklist and timelines
  - Seek resources for trainings
  - Review your most commonly used ICD-9 codes for crosswalking initiatives
  - Identify an ICD-10 champion
  - Conduct internal/external testing



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# ICD-10 Basics

# Understand ICD-10

- **Understanding background information makes transitioning easier**
  - Acknowledge the necessity for ICD-10
  - Recognize the risks of non-compliance
  - Recognize the benefits that come with transitioning and compliance
  - Learn the differences between ICD-9 and ICD-10
  - Learn who needs to transition to ICD-10

# ICD-10 Facts

- For dates of services rendered on or after October 1, 2015
  - All claims must use ICD-10 codes
  - All claims using ICD-9 codes will NOT be accepted
- For dates of services rendered before October 1, 2015
  - All claims must use ICD-9 codes
- **Systems must accommodate BOTH ICD-9 and ICD-10 codes**
  - Effective with the ICD-10 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*
- ICD-10 has no direct impact on Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS)





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# ICD-10 Tools & Tips

Prepared by: Annie Lee Sallee,

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Revenue Cycle Education Specialist



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# Impact Assessment

<b>Systems</b>	<ul style="list-style-type: none"><li>•List all of your systems in use and identify your main contact.</li><li>•Review contracts. Are updates needed?</li><li>•Is the software updated for ICD-10, or replacement needs?</li></ul>
<b>Vendors</b>	<ul style="list-style-type: none"><li>•List all of your vendors and establish main contacts.</li><li>•Review contracts. Are updates needed?</li><li>•How are they preparing and when will they be ready for ICD-10?</li><li>•What is the training and support offered by the vendor?</li></ul>
<b>Training</b>	<ul style="list-style-type: none"><li>•Identify training needs. Coding/Systems/Procedures.</li><li>•When will training take place for each staff member?</li></ul>
<b>Documentation</b>	<ul style="list-style-type: none"><li>•Review all forms in use today. Which ones contain ICD-9 codes or clinical documentation to select a code? Include encounter forms, orders, procedure forms</li></ul>
<b>Cost</b>	<ul style="list-style-type: none"><li>•Identify training costs (training programs, supplies for training, time).</li><li>•What is the cost to update forms as needed?</li><li>•Do you plan to adjust the physician schedule in October to ease through the implementation?</li><li>•How much cash reserve do you have in case of delays in payment beginning in October?</li></ul>
<b>Business Process</b>	<ul style="list-style-type: none"><li>•Track and document a patient's encounter with the staff. Identify every step from scheduling to payment.</li><li>•Review payer contracts. Are updates needed? When can they test?</li></ul>

# Gap Analysis

End State	Current State	Gaps/Actions
Encoder software includes ICD-10 codes	Encoder software only includes ICD-9 codes	Judy meeting with Mr. Vendor Rep 2/28 to discuss. Update expected by 3/15.

✓ Prioritize based on anticipated time to complete the action and estimated financial impact.



# In-Depth Look

- Questions to ask vendors
- Training
- Improving A/R now
- ICD-10 Enhancements
- Utilizing GEMs

# Questions to Ask Vendors

- What modifications will be necessary, and what is the timeline for those modifications?

Make sure testing is part of the timeline.

- Will any of the vendor's applications be discontinued in the wake of ICD-10?

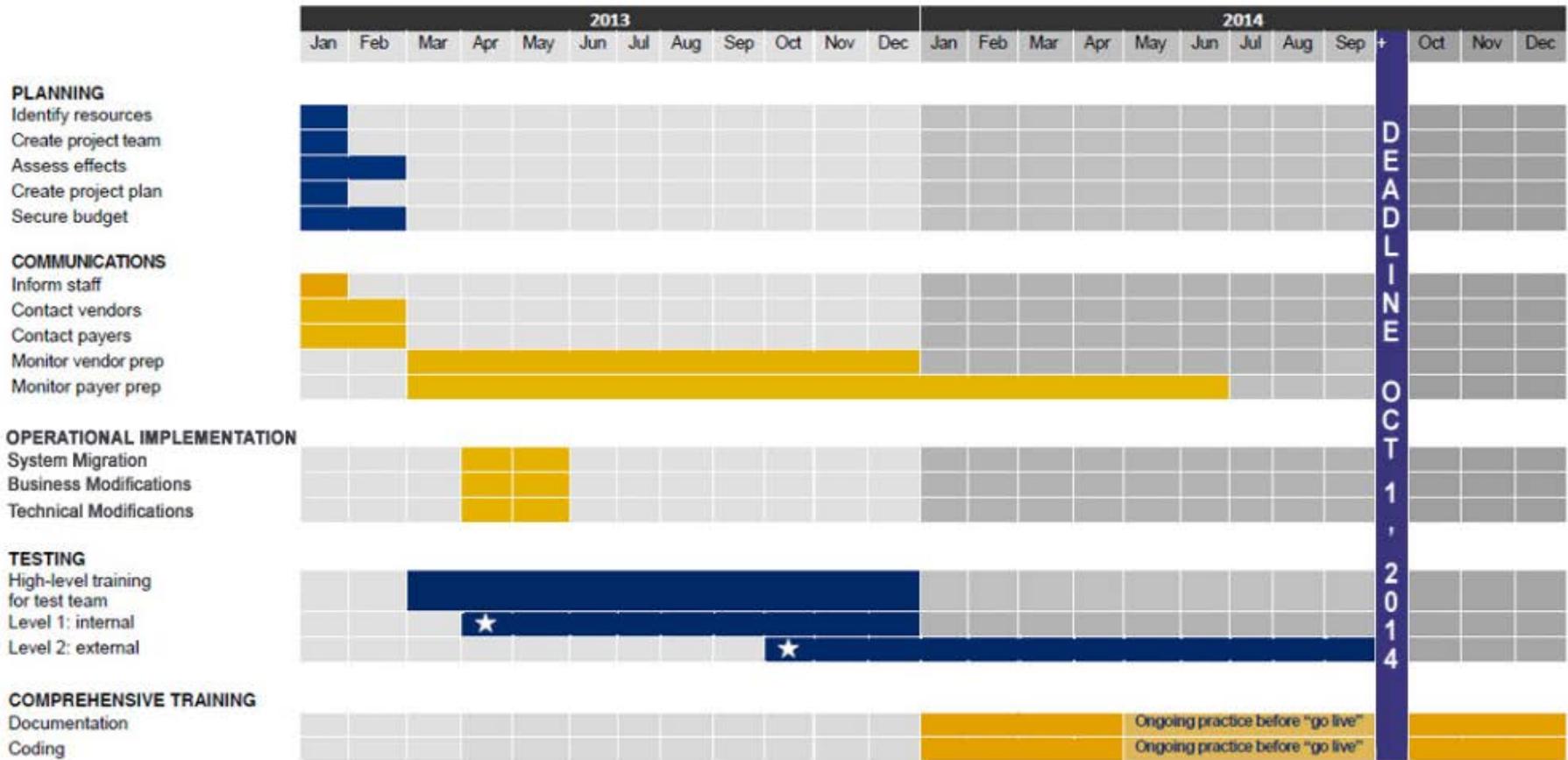
Are there any new hardware requirements associated with ICD-10-related software changes?

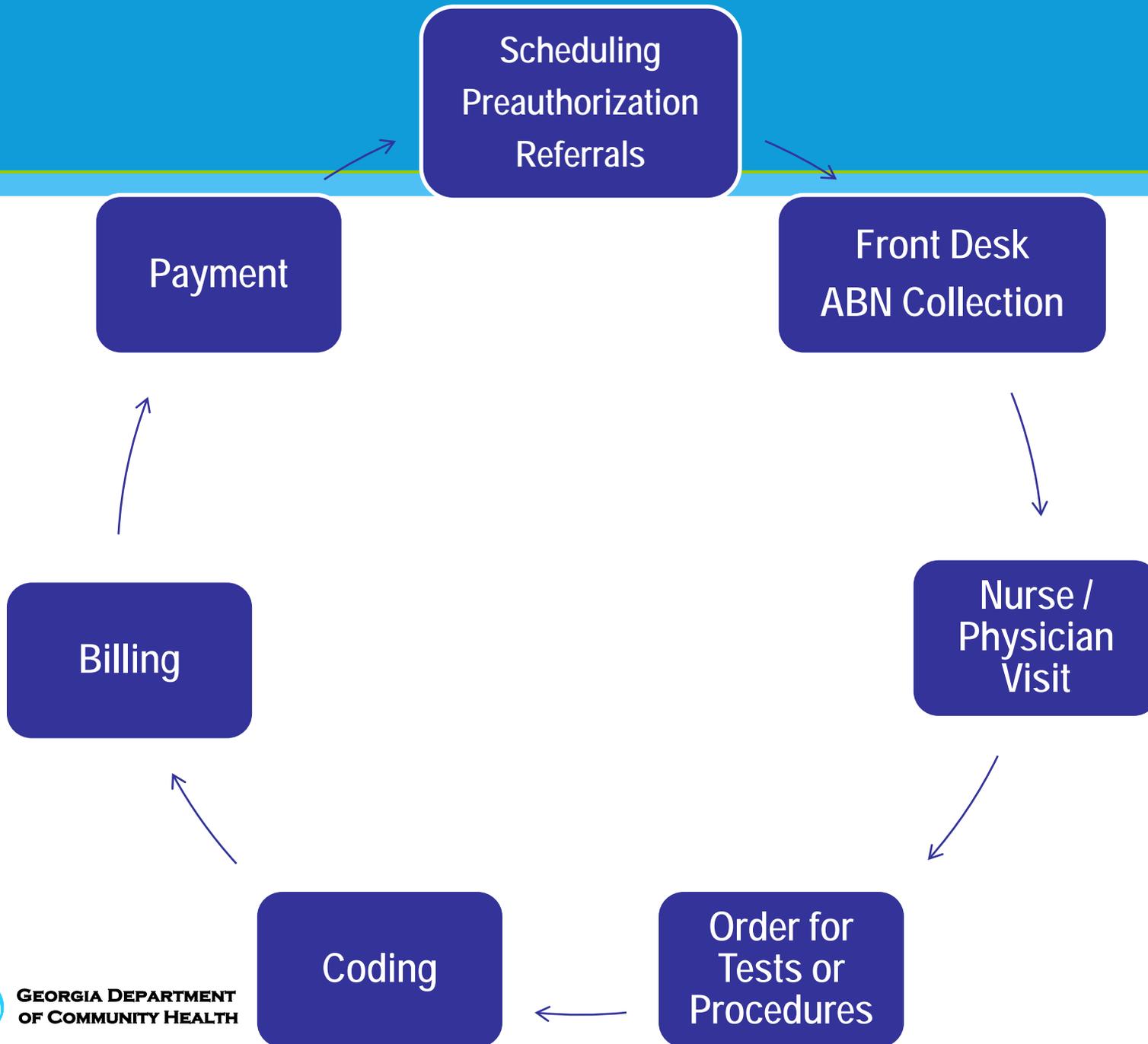
- Are there any additional costs involved for upgrades or ongoing maintenance that are not a part of the current contract?
- How will they support dual coding?



# Training

## ICD-10 TIMELINE FOR SMALL-MEDIUM PRACTICES





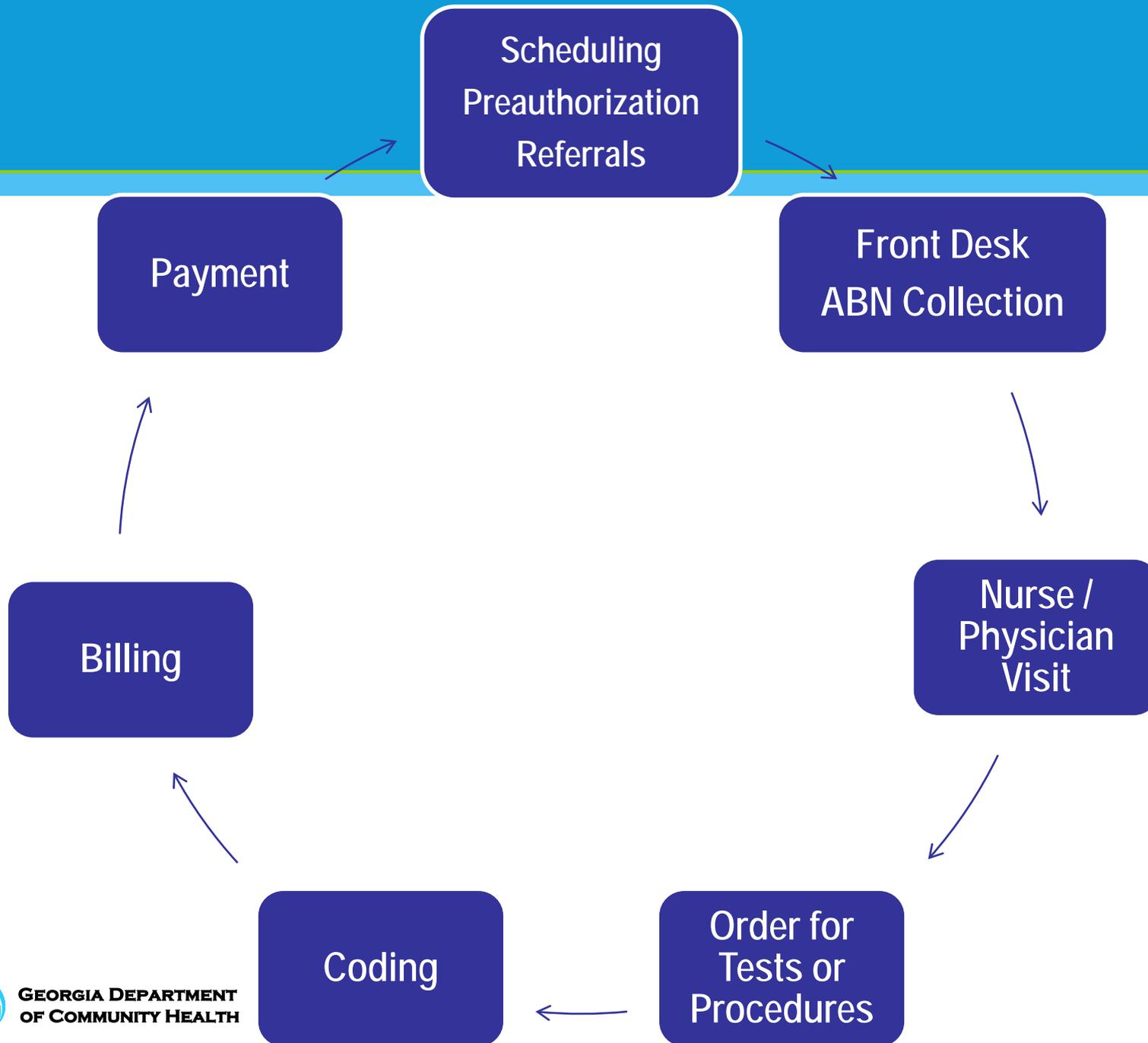
# Other Training Considerations

ICD-10 implementation may mean new systems and procedures for your practice. You may need to prepare to train on:

- How to use new software and tools
  - Electronic health records (EHRs)
  - Computer assisted coding (CAC) systems
  - Practice management systems
- New forms
- New billing and claims procedures (dual coding)
- New documentation procedures

# Improving A/R Now

- Clean up your A/R now!
  - Delays, gaps, duplicated effort
  - Challenge your processes!
- Are there front-end delays? Don't hold up your claims.
  - Documentation completion, days to code, edits to work
- Assess your denials
  - Can any of the denials be prevented?
  - Clean up your appeals

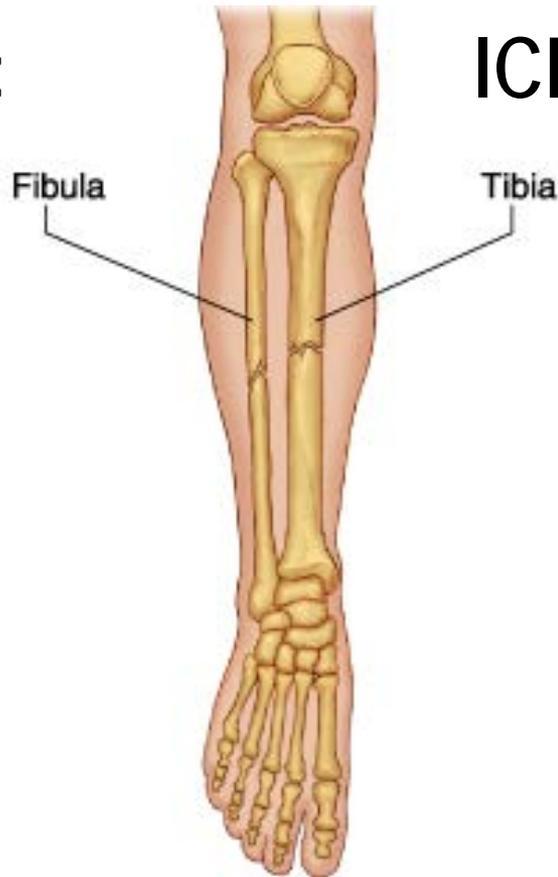


# ICD-10 Enhancements

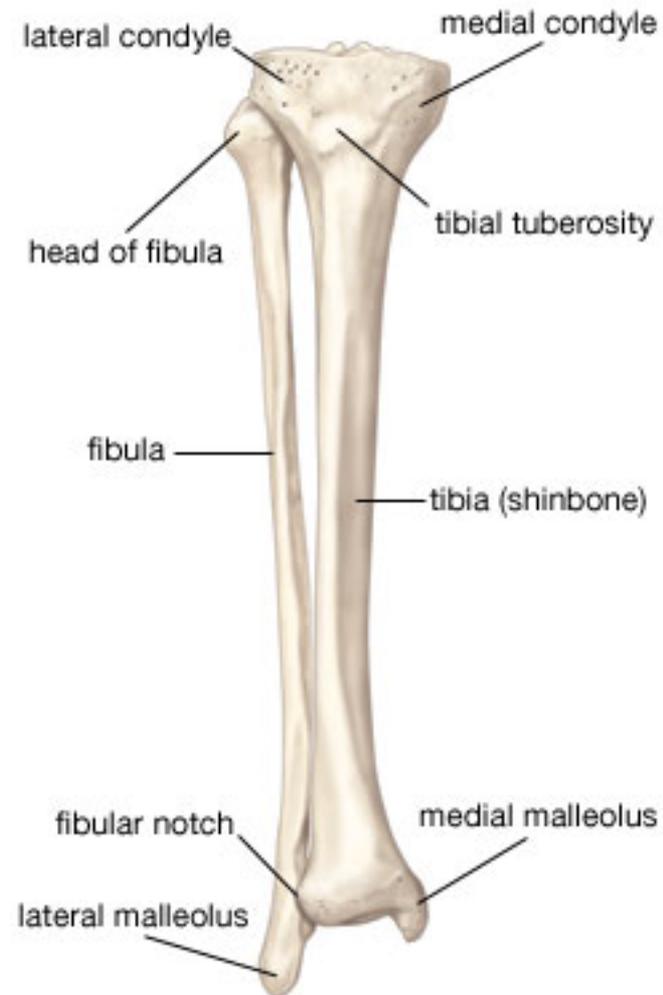
- Combination codes
- Site specificity and laterality
- Episodes of care
- Dominant vs. non-dominant
- Acuity

# Site Specificity

ICD-9:



ICD-10:

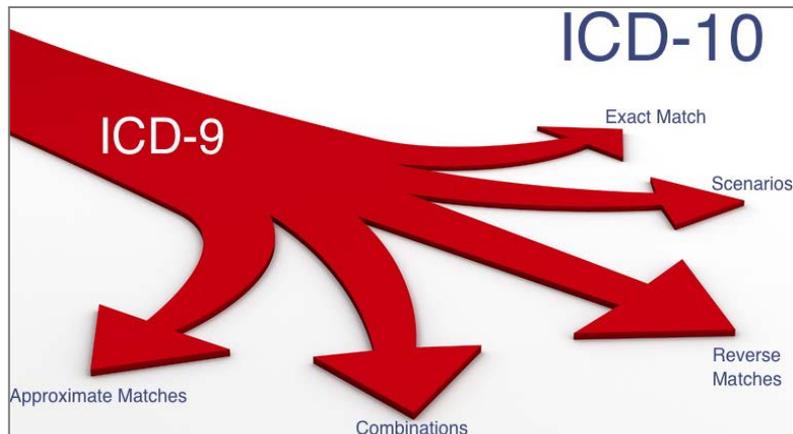


# Utilizing GEMs

- Short-term solution to help with the migration.
- GEMs are only meant to serve as guides.
- Main purpose:
  1. Organize
  2. Navigate
  3. Identify
  4. Manage

# Developing Your Crosswalk

- Obtain a list of your top 20 diagnosis codes.
- Develop a map from ICD-9 to ICD-10.
- Develop a map from ICD-10 to ICD-9.



ICD-9	ICD-10
240.9 Goiter, unspecified	E01.0 Iodine-deficiency related diffuse (endemic) goiter
241.1 Nontoxic <u>multinodular</u> goiter	E01.1 Iodine-deficiency related <u>multinodular</u> (endemic) goiter
240.9 Goiter, <u>unspecified</u>	E01.2 Iodine-deficiency related (endemic) goiter, unspecified
244.8 Other specified acquired hypothyroidism	E01.8 Other iodine-deficiency related thyroid disorders and allied conditions

# Crosswalk → Documentation Review

- Can you select an ICD-10 code based on the current documentation?

ICD-9	ICD-10
289.81 Primary hypercoagulable state	<b><u>Primary Thrombophilia</u></b>
	D68.51 Active protein C resistance
	D68.52 Prothrombin gene mutation
	D68.59 Other primary thrombophilia
	<b><u>Other Thrombophilia</u></b>
	D68.61 Anticardiolipin syndrome
	D68.62 Lupus anticoagulant syndrome



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# ICD-10 FAQs

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## Q: Do we have to wait to start using ICD-10 codes?

A: Yes. Providers, payers, trading partners and clearinghouses will not be able to process claims using ICD-10 codes until the mandated compliance date. However, DCH strongly recommends that you conduct both internal and external testing with your trading partners and payers using ICD-10 code sets before the compliance date.

## Q: What is the appropriate timeline to start ICD-10 training?

A: The ICD-10 Project Team recommends that you begin your staff's ICD-10 training as soon as possible. The transition to ICD-10 is a major undertaking for providers, payers and vendors. The transition to ICD-10 will drive business and system changes throughout the health care industry, from large national health plans to small provider offices, laboratories, medical testing centers and hospitals. Training needs will vary for different organizations.



# ICD-10 FAQs

**Q: What is meant by “crosswalk” from ICD-9 to ICD-10 codes?**

**A:** CMS and DCH refer to crosswalking as the act of mapping or translating a code in one code set to a code or codes in another code set. Crosswalking between ICD-9 and ICD-10 should be done on all codes currently used by your practice. This process will be valuable during the transition to ICD-10. It will also be instructional in identifying the differences between ICD-9 and ICD-10 codes.

**Q: When changing the ICD code during billing is there a step-by-step process we should use or are providers able to go in and make a change?**

**A:** The billing of diagnosis and procedures codes is supported by the physician’s documentation in the patient’s medical record. If there is doubt about which ICD code to choose, the coder or biller should clarify with the physician that the documentation needs to be succinct, descriptive and complete to support any changing of codes.



# ICD-10 FAQs

**Q: Will there be changes to ICD-9 codes for 2014?**

**A:** CMS is limiting the number of changes to the ICD-9 codes since the focus is now on the ICD-10 codes.

**Q: Are there certain ICD-10 codes that Medicaid anticipates not accepting?**

**A:** There are some ICD-10 diagnosis codes that may not be accepted by Georgia Medicaid -- for example, certain unspecified codes when there is a more specific ICD-10 diagnosis code that can be billed. With the increased specificity and number of available ICD-10 codes, the physicians' documentation needs to support the ICD-10 diagnosis code.



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# DCH Transition Status

# DCH and the Transition to ICD-10

- DCH is on track for ICD-10 compliance
  - Phases of implementation
    - Awareness, Assessment, Remediation, Testing, Transition
  - Status as of April 2014
    - Awareness – *ongoing*
    - Assessment – *completed*
    - Remediation – *necessary changes to our affected policies, processes and systems are underway*
    - Testing – *verifying and validating the ICD-10 changes as completed in Remediation...underway*
    - Transition – *not started*

# DCH & ICD-10 External Testing

- Internal Testing Underway
- External Testing
  - Testing with Georgia Medicaid
    - Trading Partners and Billing Services
      - Currently underway
    - Providers
      - Currently underway
  - To become a test site, email your interest to [icd10project@dch.ga.gov](mailto:icd10project@dch.ga.gov)



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# Resources

# CMS ICD-10 Checklists

- CMS has created ICD-10 Checklists to assist your organization with overall ICD-10 compliance.
  - [Large Practices](#)
  - [Small and Medium Practices](#)
  - [Small Hospitals](#)
  - [Payers](#)

*[Source: www.cms.hhs.gov/ICD10](http://www.cms.hhs.gov/ICD10)*



# ICD-10 Training Resources



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# 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](http://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 Dedicated ICD-10 Website  
<http://dch.georgia.gov/icd-10>
- DCH Website for ICD-10 Webinars/Downloads  
<http://dch.georgia.gov/icd-10-events>
- DCH ICD-10 Education Outreach and Resources  
<http://dch.georgia.gov/icd-10-educational-outreach-and-resources>
- ICD-10: A Four-Part Series (Video)  
<http://dch.georgia.gov/sorh-publications-and-presentations>
- HP Enterprise Services Statewide Workshops
  - Check GAMMIS <http://mmis.georgia.gov> for future ICD-10 workshops



# Upcoming ICD-10 Webinars

## Register Now

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/icd-10-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.

# Contact Us

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

# Questions & Comments

## 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](mailto:icd10project@dch.ga.gov)
- This presentation will be posted within 2 business days at <http://dch.georgia.gov/icd-10-events>

# Thank You

