



ICD-10: Back to Basics



Presentation to: Providers, Trading Partners & Billing Firms

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Medical Assistance Plans Division



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 Facts
- ICD-10 Basics
- ICD-10 FAQs
- DCH Updates
- Resources
- Questions and Comments



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ICD-10 Facts

Countdown to ICD-10

ICD-10

is coming

October 1, 2015

ICD-10 Assessment

- **Do 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

ICD-10 Assessment

- **ICD-9 is outdated**
 - Limited capacity, capability, can't serve future needs
 - ICD-9 is 30 years old, has outdated terms, and is inconsistent with current medical practice.
- **Moving from ICD-9 to ICD-10**
 - U.S. is last industrialized nation to adopt ICD-10.
- **Transitioning to ICD-10**
 - National impact, mandatory for all HIPAA-covered entities
 - If you use ICD-9 codes TODAY, you must migrate to ICD-10 codes.
- **Facts about the change**
 - New ICD-10-CM and ICD-10-PCS code sets
 - Replaces ICD-9-CM (Volumes 1, 2 and 3)

ICD-10 Facts

- ICD-10 has no direct affect on Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS).
- ICD-10 has more than nine times the codes in 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
- For dates of services rendered on or after October 1, 2015.
 - All claims must use ICD-10 codes.
 - Any claims using ICD-9 codes will NOT be accepted.



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ICD-10 Basics

ICD-10 Assessment

- **Preparation is key**
 - Identify affected business areas and individuals (medical, clinical, administrative)
 - Identify major areas of change between ICD-9 and ICD-10 that impact data comparison internally within your organization
 - Assess coding knowledge and skills and provide an appropriate level of education for your staff
 - Assess coding knowledge and skills and provide an appropriate level of education
 - Evaluate work flows and operational processes to identify those affected by the ICD-10 and areas for improvement
 - Assess the ICD-10 impact on coding and billing productivity and the impact on the organization's accounts receivable status



ICD-10 Evaluation

- **Documentation is Critical**
 - Documentation Specificity
 - Insufficient documentation to support the specificity required for the new ICD-10 code sets
 - Clinical documentation improvement
 - ICD-10 Reimbursement
 - Accurate coding is key
 - Avoid risk of interruption in revenue
 - Methods for Improvement
 - Identify the deficiencies and education needed
 - Evaluate training needs

ICD-10 Implementation

- **Software upgrades**
 - Identify new or upgraded hardware and software requirements
 - Is the software updated for ICD-10, or replacements needed?
 - Discuss the locations or applications that will house historical data, the resource implications, and who will have access to this data
 - Analyze the effect on operational processes that currently use ICD-9-CM codes, as well as those in which ICD-10-CM codes are intended to be used in the future

Business Processes

- **Identify business process and procedures that require updates**
- **Review payer contracts**
 - Are updates needed?
 - When can they test?
- **Risk Mitigation Plans**
 - Establish an effective transition plan that outlines the steps your practice intends to follow to comply with mandated ICD-10 requirements.
 - Determine which staff members need training and when they should receive it.
 - Work with peers in the industry to share resources and tips.
 - Know where your partners — payers and vendors, particularly — are in the ICD-10 transition.
- **Develop an emergency plan for cash flow disruptions due to claims processing delays.**

ICD-10 Communication

- **Communication is key**
- Provide clear, ongoing communications both internally and externally with your trading partners, payers. (Via email blasts and newsletters, meetings, webinars, teleconferences, etc.).
 - Be consistent about what you say, focusing on specific steps and actions that need to happen for the ICD-10 transition.
 - Focus on outlining your organization's protocol for identifying potential implementation issues and provide a plan for correcting them.
- **Communicate project milestones, secondary tasks and deadlines.**
 - Document and communicate impact assessment findings for improvement, correction as needed.

ICD-10 Readiness

- **Provider Readiness**
 - Evaluate your coders' and physicians' readiness
 - Identify training needs. Coding/Systems/Procedures
- **Vendor Readiness**
 - Clinical documentation improvement (CDI)
 - Coder and clinician preparation
 - Training availability, methodologies, costs, timing
 - Testing and performance measurement
- **Payer Readiness**
 - Policy changes (if applicable)
 - Processing of Prior Authorizations, Medical Reviews
 - System changes (if applicable)
 - Testing criteria and timelines



ICD-10 Tools and Tips

- It is important to identify the ICD-10 impact and where changes will be needed.
- Thorough review of clinical documentation is essential for supporting the ICD-10 coding methodology.
- Crosswalk your most commonly used codes and create a “cheat sheet” of the top ICD-10 codes.
- Train all staff for ICD-10 awareness and knowledge.
- Use peer review to help staff properly use ICD-10 coding.
- Emphasize ICD-10 training for physicians.
- Prepare a contingency plan to handle rejected claims.



ICD-10 Training Tips

- **Physician Training**
 - Assess your documentation skills
 - Develop or acquire ICD-10 lessons
 - Develop training timeline
 - Determine ideal learning tools for yourself
- **Staff Training**
 - Consider cost and resources
 - Define who needs training and why
 - Identify which learning and training environments are available, best for your staff
- **Coder Training**
 - Physician practice coders should learn ICD-10 diagnosis coding only
 - Hospital coders should learn both ICD-10-CM (diagnosis) and ICD-10 (inpatient procedure) coding





General Equivalence Mapping Tool

- **Utilize the GEMs Tool.**
 - 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
- **American Association of Professional Coders (AAPC) has a tool called the ICD-10 Code Translator. This allows you to compare your ICD-9 to ICD-10 codes. This tool only converts to ICD-10-CM codes <https://www.aapc.com/icd-10/codes/>.**

Dual Coding

- **What is Dual Coding?**
 - This is when healthcare organizations assign ICD-10 and ICD-9 codes simultaneously to medical records.
- **Dual Coding benefits:**
 - Helps identify opportunities for clinical documentation improvement (CDI) and areas where physicians need training.
 - Give coders practice with the ICD-10 codes. By coding constantly with ICD-10 codes, medical coders will keep their knowledge fresh.
 - Allow healthcare providers to compare data and make sure that reimbursements won't change on October 1, 2015.



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ICD-10 FAQs

ICD-10 FAQs

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: If I transition early to ICD-10, will CMS be able to process my claims?

A: No. CMS and other payers will not be able to process claims using ICD-10 until the compliance date.

Q: If I don't handle Medicare or Medicaid claims, will I have to transition?

A: All entities covered by HIPAA must use ICD-10 starting October 1, 2014. This includes health care providers and payers who process claims, regardless of whether the provider accepts Medicare or Medicaid as the payer. Any "cash only provider" who does not accept third-party payer reimbursement (i.e., from a commercial or government health plan) is not required to transition to ICD-10.

ICD-10 FAQs

Q: Will I need to use both ICD-9 and ICD-10 codes during the transition?

A: Most likely yes. Remember, the ICD-10 compliance date is service-date driven, i.e., services rendered before October 1, 2015, require ICD-9 codes and services rendered on/after October 1, 2015, require ICD-10 codes.

(Note: if in-patient hospital services are rendered during the mandated change from ICD-9 to ICD-10, then the discharge date determines which codes should be used.)

Practice management and billing systems (as well as your electronic health record systems) must be able to accommodate both ICD-9 and ICD-10 codes while all claims are being processed and paid. Promptly processing ICD-9 transactions as the transition date nears will help limit disruptions.



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DCH Updates

DCH and ICD-10 External Testing

- Internal Testing Underway
- External Testing
 - Testing with Georgia Medicaid
 - Trading Partners and Billing Services
 - Currently underway
 - Providers
 - Currently underway

Test With Us

- **Be part of the solution.**
 - Become a Beta Test Site provider with DCH.
 - Testing directly benefits you.
 - Not a large effort to test.
 - We welcome small and large providers.
 - Web portal (GAMMIS) testing available.
- **Benefits**
 - Knowing in advance, testing in advance helps to ensure that there will not be a pause in cash flow.
 - To be part of the solution, please email your interest to icd10project@dch.ga.gov.

DCH and the Transition to ICD-10

- DCH is on track for ICD-10 compliance.
 - ❖ Although implementation has been delayed until October 1, 2015, DCH is continuing its remediation, education and testing as scheduled.
 - Phases of implementation
 - Awareness, Assessment, Remediation, Testing, Transition
 - Status as of November 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*





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)

***Please note that checklists still reflect the October 1, 2014, compliance date.*



ICD-10 Training Resources



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 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



NEW DATE

Thursday, December 16, 2014 Mastering ICD-10 for Your Organization

2015 ICD-10 Webinar Series Coming Soon!

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

- To 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 and 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.
- This presentation will be posted within two business days at <http://dch.georgia.gov/icd-10-events>.

Thank You

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