



# ICD-10 Pre-Testing Readiness & Troubleshooting



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 Overview**
  - ICD-10: It's About Time
  - Why ICD-10 Matters
- **Pre-Testing Assessment**
  - Evaluate Your Organization
- **Pre-Testing Preparation**
  - External Testing Preparation
  - Build Test Cases
  - Understand Specificity Limitations
- **Understanding the Testing Process**
  - ICD-10 Testing ...Key Stages
  - Internal Testing
  - External Testing
  - Troubleshooting
- **Risks and Rewards of Testing**
- **Closing**
  - Helpful Resources
  - Q & A





# ICD-10 Overview

# ICD-10: It's About Time

# ICD-10

is coming

# October 1, 2014

## Why is the transition necessary?

- ICD-9 code sets are outdated, limited and not expandable
- ICD-9 cannot accommodate current needs nor future advances in medical technology and knowledge
- ICD-10 code sets use current medical terminology and will allow for advances in medical technology and knowledge
- ICD-10 uses up to 7 characters (vs. 3 to 5 in ICD-9)
- ICD-10 allows for greater detail in diagnoses and treatments

# Why ICD-10 Matters

- ICD-10 **advances health care** and the implementation of e-Health 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

# ICD-10 is Real

351 days until **ICD-10** is here!





# Pre-Testing Assessment

# Evaluate Your Organization

- **By now you should be underway with your transition to ICD-10.**
  - Have you developed a plan of action or a roadmap?
  - Have you selected an ICD-10 Champion who is leading those efforts?
  - Have you reviewed your ICD-9 coding to identify the areas where ICD-10 will affect your organization?
  - Have you started training initiatives with your staff?
- **These are a few of the necessary actions that your organization needs to have in place prior to testing.**





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# Pre-Testing Preparation

# Internal Testing and You

- This phase involves merging all individual components of ICD-10 impacted modules and executing a test to accomplish the flow of ICD-10 data.
  - Did your internal test scenarios accurately represent your practice and its daily activities including any special activities for the end of a week, a month, or a year?
  - What were the lessons learned from testing?
  - What do you need to correct prior to October 1, 2014?

# External Testing Preparation

- **Create a list of your practice's Trading Partners.**
  - What type of transactions are sent and received?
  - Reminder: Have you identified the most commonly used codes for your organization?
- **Communicate with Trading Partners to gauge their state of readiness for ICD-10.**
  - What steps have they taken to ensure a smooth transition?
  - Are they testing internally and externally?
- **Determine your Trading Partners' testing guidelines.**
  - Is there a checklist of specific testing criteria they want you to follow?
  - Is there a schedule or a testing timeline?
  - Will they provide you with test cases?
  - Will they assist with remediation of negative test cases?

# Build Test Cases

- When building test cases, it is best to refer back to high-volume/high-dollar claims that you have had in the past.
  - *Test Cases should include...*
    - Both positive and negative scenarios
    - Simple and complex test cases
    - System edits and audits
    - Date validation



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# Understanding the Testing Process

# ICD-10 Testing Stages

- The stages of testing are vital and equally important to a successful transition.
  - **Internal Testing**
    1. Integration Testing
    2. End-to-End Testing
  - **External Testing**
    3. Trading Partner Testing – Providers
    4. Trading Partner Testing – Clearinghouses
    5. Trading Partner Testing – Payers
    6. End-to-End Testing
      - "Work with payers to develop test scenarios to conduct end-to-end testing, specifically identifying payment results"

# ICD-10 Testing Schedule

- DCH and Georgia Medicaid are preparing for the external testing phase of our system's remediation.
  - Trading Partners (Clearinghouses, Billing Services)
    - Beta testing is anticipated to begin late Q4 of 2013
  - Providers
    - Beta testing is anticipated to begin Q1 of 2014
- \* *Stay-tuned for updates and more testing specifics to come.*

# External Testing and DCH

- **DCH and Georgia Medicaid's testing initiatives will occur with the following...**
  - **Selected Beta Testers**
    - Trading Partners – clearinghouses, billing firms, others
    - Providers -- small rural providers; high-volume/ high-dollar providers
  - **Sister Agencies**
    - Department of Juvenile Justice (DJJ)
    - Department of Corrections (DOC)
    - Department of Public Health (DPH)
    - Department of Behavioral Health and Developmental Disabilities (DBHDD)
  - **Care Management Organizations (CMOs)**
    - Amerigroup Community Care
    - Peach State Health Plan
    - WellCare
    - All 3 CMOs plan to start their testing in Q1 2014

# DCH ICD-10 Testing Guidelines

- **What DCH Beta Testers Should Know...**
  - Create your own test scenarios during the testing period.
  - Limit the number of claims submitted in an 837 file to 100 claims.
  - A maximum of 3 test files can be submitted.
- **Simulated ICD-10 Effective Date**
  - Beta testing will involve simulating an ICD-10 effective date which will be prior to the true effective date of 10/1/2014. This date will need to be coordinated with other testing that is occurring within our testing environment.
  - Ensure that your system can simulate an ICD-10 effective date.

# External Testing and You

- To ensure that your external testing is successful, be prepared.

*Ask yourself the following...*

- Do you have an external testing schedule with dedicated resources?
- Have you ensured that testing can be conducted without negatively impacting your day-to-day routine?
- Who are your external testing partners?
- Do you know their testing criteria?
- Do you know their specific requirements, expectations, timelines and submission criteria?



# Know Your Process

- It is vital that you have a firm understanding of your claims submission process.
- Knowing this will enable you to have an effective and successful testing period.
  - Do you submit claims to a clearinghouse, outside billing firm or other?
  - Do you submit claims directly to DCH – Georgia Medicaid? What about your other payers?

# DCH Testing Process

The testing collaboration between DCH and your organization will be beneficial for a successful ICD-10 transition.

## If the claim processes...

- The system is configured correctly
- You are submitting with an appropriate ICD-10 code

1. Submit test claim with test scenario

2. The claim adjudicates according to GA Medicaid Policy

3. An 835 or remittance advice is created

## If the claim denies ...

- Sit down with your mapping team to review claim
- Use this as a lesson learned

# Troubleshooting

- Testing provides great feedback during the transition to ICD-10.

*We encourage you to...*

- Use your test cases as lessons learned prior to October 1, 2014
- Review and correct test cases that did not process as expected
- Document in detail the steps taken to correct errors
- Make updates as needed to your system and processes, if required
- Ensure that your staff is well-versed with coding, medical terminology and policies

# Keep Us Posted

- Testing is a vital phase of implementation.
- We want to hear from you about your testing efforts.
  - What testing preparations have you made?
  - What are your expectations for testing?
  - Are you willing to share your testing experiences?
  - Have you found testing to be a burden?
  - Do you feel testing will alleviate some of your claims submittal concerns?



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# Risks and Rewards of Testing

# Rewards of ICD-10 Testing

- **Testing will...**
  - Minimize delays in claims adjudication to ensure timely claims payments
  - Minimize issues that may occur on October 1, 2014
  - Help to prepare your staff for the transition
  - Allow for hands-on experience prior to October 1, 2014
  - Provide practice for converting commonly used ICD-9 codes to ICD-10 codes

# Rewards of ICD-10 Testing

- **Not testing with ICD-10 will...**
  - Create uncertainty regarding claims adjudication and claims payments
  - Require additional staff/time to correct or adjust incorrect claims
  - Hide software failures related to ICD-10 data usage in code(s)
    - » The code that changes has an increased risk of failure relative to unchanged code
    - » Undetected defects in code(s) that have a greater complexity, primarily because of untested branches and paths

# DCH & ICD-10 Testing

- **DCH is on track for October 1, 2014 compliance**
  - Phases of Implementation within DCH
    - Awareness, Assessment, Remediation, Testing, Transition
  - Areas of Impact within DCH & Georgia Medicaid
    - Coverage and payment determinations, policies, plan structure
    - Statistical reporting, actuarial projections, fraud and abuse monitoring, quality measurements
    - Georgia Medicaid Management Information System (GAMMIS) remediation





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# 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 Checklist](#)
  - [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



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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 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>
- HP Enterprise Services Statewide Workshops
  - Check Georgia <http://mmis.georgia.gov> for future ICD-10 workshops

# Upcoming ICD-10 Webinars

## Register Now

October 29, 2013 -- Open Discussion

Coming Soon! -- Additional dates and topics for 2013 & 2014  
ICD-10 Webinar Series

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, e-mail 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

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