



ICD-10 Transition

Roles and Responsibilities

Training Spotlight on Physicians, Other Providers



Presentation to: Physicians & Other Health Care Providers
Presented by: Department of Community Health (DCH)
Medicaid 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.

Agenda

- **Why is ICD-10 necessary**
 - A few facts about ICD-10
 - A closer look, code examples, specialty areas
- **Compliance**
 - Risks of non-compliance
 - Rewards of compliance
- **ICD-10's impact on your practice**
 - Training is key for everyone
 - Roles and responsibilities
 - your staff, your vendors...and **YOU**
 - Physician training and resources
- **DCH – GA Medicaid transition and testing**
- **Helpful resources**
- **Q&A**



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- ICD-9 code sets are outdated, limited and not expandable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

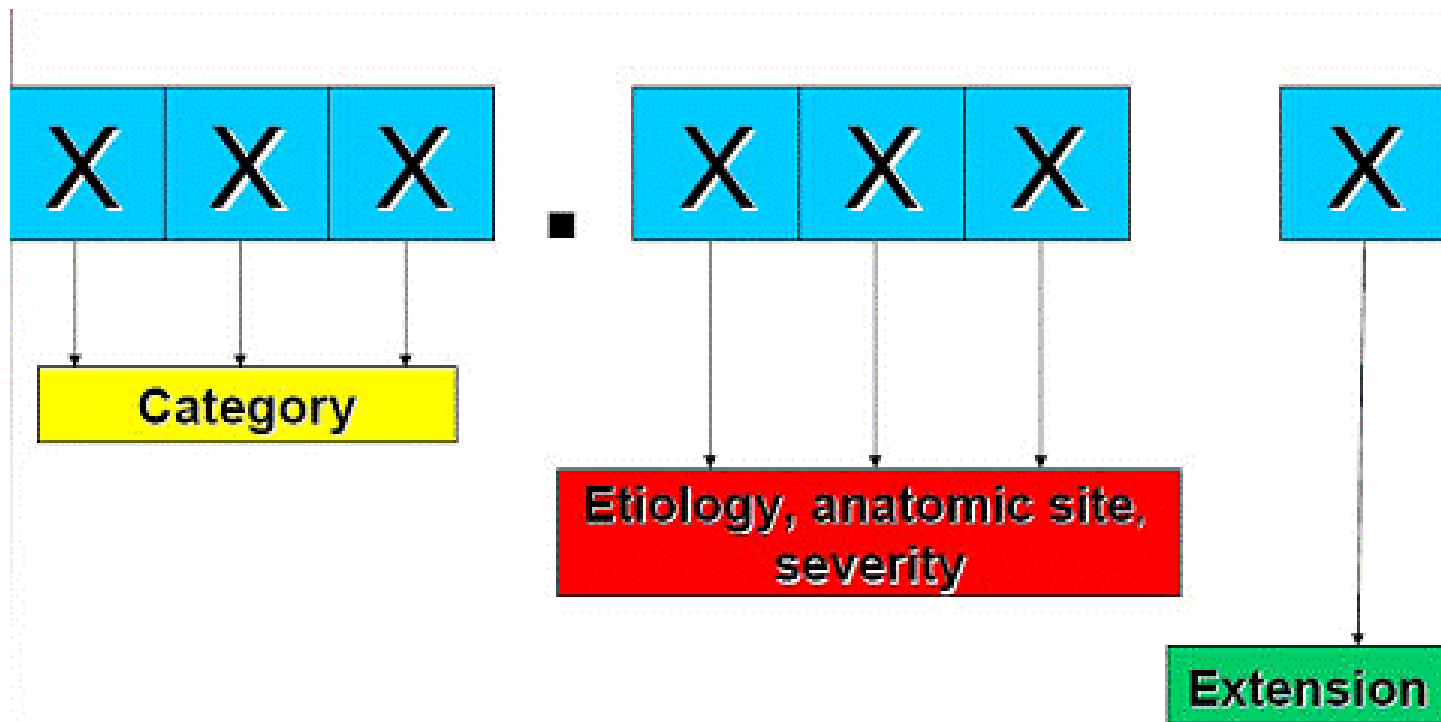
A Few Facts About ICD-10

- **World Health Organization** – developed ICD-10 in 1994, later adopted by HHS and CDC, provision of HIPAA regulations
- **Moving from 9 to 10** -- US is last industrialized nation to adopt ICD-10
- **HIPAA-covered entities** -- Health care providers, payers, clearinghouses, billing services and others must transition to ICD-10
- **ICD-10 pros and cons** – discussed widely within health care community since 2009
- **ICD-10-CM and ICD-10-PCS code sets**
 - Replaces ICD-9-CM (Volumes 1, 2, and 3)
 - Total of 155,000 codes BUT only some used by providers
- **Mandatory compliance date – October 1, 2014**
 - Reminder 5010 transaction standards, required prerequisite
 - IT Systems must accommodate BOTH ICD-9 and ICD-10 codes

ICD-10: A Closer Look

- **ICD-10-CM**
 - **CM = Clinical Modification for diagnoses**
 - diagnosis code set replacing ICD-9-CM Volumes 1 and 2
 - used to report diagnoses in all clinical settings
 - ICD-10-CM is 3 to 7 alpha-numeric characters
 - ICD-9-CM (Vols 1, 2) is 3 to 5 characters

ICD-10-CM Format



ICD-9 vs. ICD-10 Code Examples

ICD-9-CM-Diagnosis Codes

- 725 Polymyalgia Rheumatica →
- 714.0 Rheumatoid Arthritis →

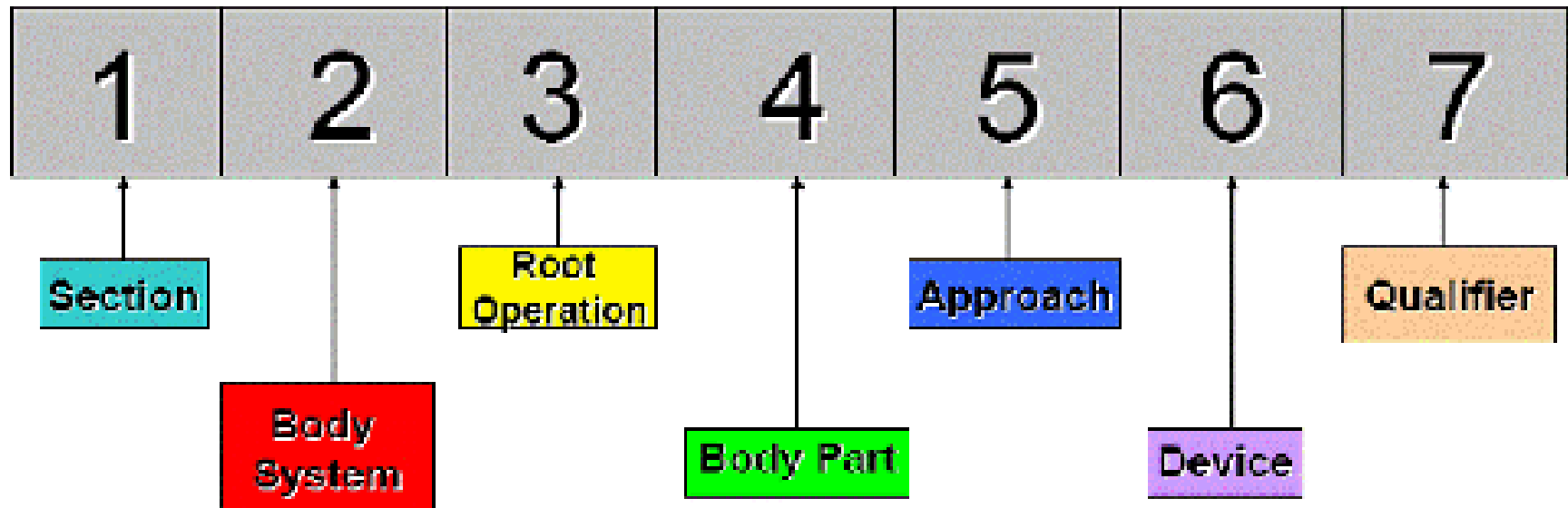
ICD-10-CM-Diagnosis Codes

- M35.3A Polymyalgia Rheumatica
- M05.40 Rheumatoid myopathy with RA unspecified site
M05.41 [1,2,9] Rheumatoid myopathy with RA, shoulder
M05.42 [1,2,9] Rheumatoid myopathy with RA, elbow
M05.43 [1,2,9] Rheumatoid myopathy with RA, wrist
M05.44 [1,2,9] Rheumatoid myopathy with RA, hand
M05.45 [1,2,9] Rheumatoid myopathy with RA, hip.....**add'l codes as well**

ICD-10: A Closer Look

- **ICD-10-PCS**
 - **PCS = Procedure Coding System for procedures**
 - procedure code set replacing ICD-9-CM Volume 3
 - used to report hospital inpatient procedures only
 - ICD-10-PCS is 7 alpha-numeric characters (all required)
 - ICD-9-CM (Vol 3) is 3 to 4 characters

ICD-10-PCS Format



ICD-9 vs. ICD-10 Code Examples

ICD-9-CM-Procedure Codes

- 3–4 digits
- All digits are numeric; and
- Decimal is after second digit.
- **Examples**
- 43.5 – Partial gastrectomy with anastomosis to esophagus; and
- 44.42 – Suture of duodenal ulcer site

ICD-10-PCS-Procedure Codes

- 7 digits
- Each digit is either alpha or numeric (alpha digits are not case sensitive and letters O and I are not used to avoid confusion with numbers 0 and 1); and
- No decimal
- **Examples**
- 0FB03ZX – Excision of liver, percutaneous approach, diagnostic; and
- 0DQ10ZZ – Repair upper esophagus, open approach

ICD-10: More Than Code Changes

- ICD-10 carries both **RISKS** and **REWARDS**
 - ICD-10 data will be used in health care reform initiatives
 - More expensive diagnoses and treatments will require more documentation
 - Physicians will be judged on documentation

Poll Question

Has your practice/business begun the transition to ICD-10?

- Yes
- No
- Unsure

Risks of Non-compliance with ICD-10



- **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

Rewards of Compliance with ICD-10



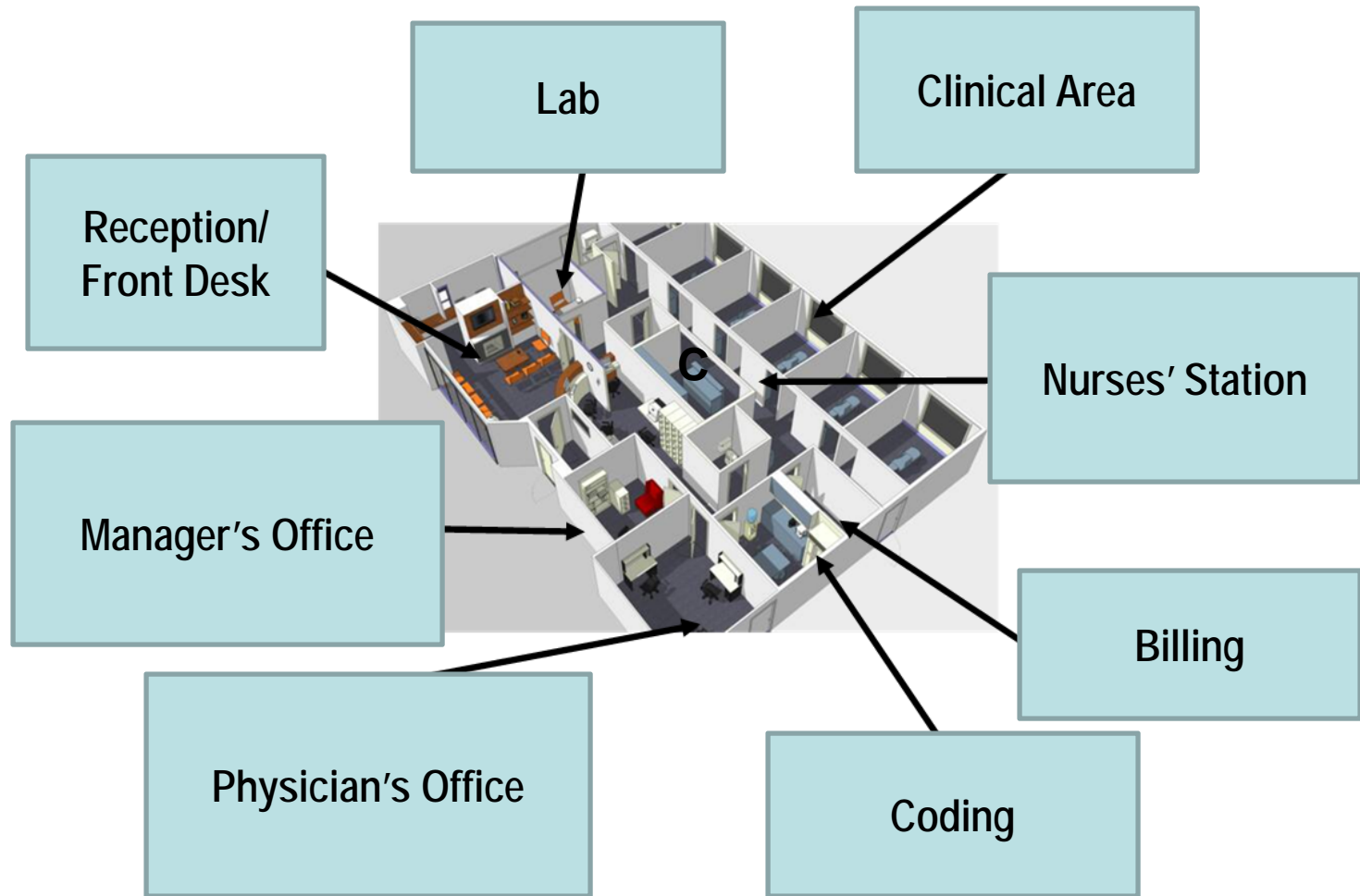
- **Financial**
 - Continuing cash flows with claims processed and paid
 - Financial statement stability, credit worthy
- **Administrative**
 - Increasing efficiencies in administrative, billing and reimbursement processes
 - Reducing coding errors due to increased specificity required
- **Patient Care**
 - Improving patient care management
 - Enhancing performance monitoring and research applications
- **IT Systems**
 - Increasing health care IT system ROI and value, productivity increases
- **Fraud & Abuse**
 - Increasing capability to prevent and detect health care fraud and abuse

ICD-10's Impact On Your Practice

- **Business Processes Will Need to Change**
 - Impacts all areas of the medical organization/practice: people, processes, forms
 - Increases specificity needed in documentation by Physicians/Providers
 - Office assessment is key
- **IT Systems Will Need to be Upgraded**
 - EHR, Billing, Practice Management Systems and more impacted
 - Systems must accommodate ICD-9 and ICD-10 codes
- **ICD-10 is Service-Date Driven**
 - 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
- **Reminder! 5010 Transaction Standards Compliance – July 1, 2012**
 - Prerequisite for ICD-10 in your office systems (do not rely on your clearinghouses here)



ICD-10 Impacts ALL Areas of Your Practice



Review How You Use ICD-9 Codes

- **Wherever you see ICD-9 today, you will need to transition to ICD-10**
- **Develop your ICD-9 list**
 - Ask your clinical and administrative staff to develop a list of places where they encounter ICD-9 codes in their work
- **Review your ICD-9 list**
 - This “master list” will help you assess how and where you need to make changes to be ready for ICD-10
 - Make sure you account for the use of ICD-9 codes in...
 - Authorizations/precertifications
 - Physician orders
 - Medical records (including Electronic Health Records)
 - Superbills/Encounter forms
 - Practice management and billing systems
 - Coding manuals
 - Public health reporting



ICD-10 Training is Key



Everyone in your practice will need to be trained.

Their role and responsibility will determine the level of training needed.



Staff Roles & Responsibilities

- **Reception/Front Desk Personnel**
 - Implement new health plan/payer or privacy policies, new processes, new forms for patients
- **Clinical Area/Nurses' Station Personnel**
 - Implement new health plan/payer policies, new forms, new superbills
 - Increase coding specificity knowledge and input from physicians for documentation
- **Lab, Imaging Center Personnel**
 - Process new superbills
 - Increase coding specificity to complete orders correctly
- **Coding/Billing Office Personnel**
 - Understand and implement health plan/payer policies and procedures
 - Acquire training in ICD-10 coding
 - Increase knowledge of anatomy and medical terminology as required
- **Practice Manager's Office Personnel**
 - Review and update office policies and procedures tied to diagnosis or procedure codes
 - Evaluate and amend all vendor and payer contracts as applicable
 - Prepare budgets for all ICD-10 related changes (software, training, new forms, etc.)
 - Develop and implement an ICD-10 training plan for all staff members

Physician – Provider Responsibilities

- **Recognize the importance of your role!**
 - Physicians-Providers determine diagnoses and procedures rendered in patient encounters
 - Coders and billers cannot add the specificity, documentation needed without your direct input/approval
 - **Pros of a Successful ICD-10 Transition**
 - Speeds claims processing and continues cash flow
 - Drives more effective and efficient patient care by providing higher-quality data
 - Supports collaboration and insight with other practitioners that the patient may encounter
 - Improves clinical decision support and increases patient safety
 - **Cons of an Unsuccessful ICD-10 Transition**
 - Delays claims; increases denied, rejected, suspended claims
 - Impacts negatively on revenue, cash flow, financial statements/credit worthiness
 - High level re-work due to erroneous or incomplete code selection, lack of specificity

Sources: www.aaos.org/news



**GEORGIA DEPARTMENT
OF COMMUNITY HEALTH**

Physician – Provider Responsibilities

- **Work with your Practice Manager**
 - Designate an ICD-10 Lead
 - Approve/implement a training plan for you/other clinicians and members of your staff
- **Recognize that ICD-10 is best taken in small doses**
 - Use ICD-10 Training Programs that emphasize coding strategies, not specific codes
 - Focus on documentation principles that can apply to any disease (i.e., site, laterality, timing, manifestations, stage, status, drug/alcohol/tobacco dependency)
 - Focus on areas that need improvement
 - Do not focus on principal diagnosis (i.e., learn how to code underlying conditions)

ICD-10 and Patient Care

- **Transitioning to ICD-10**
 - Is more than an administrative burden placed on your medical claims reimbursements
 - **Should not affect the way you provide patient care**
- **Specificity and Documentation are vital in ICD-10**
 - Look at the codes used most often in your practice
 - Most of the information needed for documentation is likely shared by the patient during your visit with them
 - Improving how you document your clinical services will help you become accustomed to the specific, detailed clinical documentation needed to assign ICD-10 codes
 - Work with your coding staff to determine if the documentation would be detailed and specific enough to select the best ICD-10 codes
 - Identify and obtain the training that you need
 - **Good documentation will help to reduce the need to follow-up on submitted claims – saving you time and money**



Poll Question

How long will/did it take for your business to make the transition to ICD-10?

- Less than 1 month
- 2-6 months
- 7-12 months
- More than 12 months

Physician Training for ICD-10

- **Assess your documentation skills**
 - Be candid about your strengths and weaknesses
- **Develop or acquire ICD-10 lessons**
 - Select lessons based on practice specialties and documentation gaps
- **Develop training timeline**
 - Estimate time needed; schedule start/finish dates
 - Allow for practice and follow-up assessments
- **Determine ideal learning tools for yourself**
 - Online lessons and webinars
 - Peer-led workshops and classes
 - Mobile apps and resources
 - CDI specialists
 - Simulations, video “games”
 - Printed resources
 - One-on-one coaching



Vendor – Payer Responsibilities

- **IT Systems/Software Vendors**
 - System updates and costs
 - Updates for 5010 transaction standards
 - Updates for ICD-10 compliance
 - Dual coding (ICD-9 and ICD-10) capability during transition
 - System training availability
 - Readiness timelines
 - Testing criteria and timelines

Vendor – Payer Responsibilities

- **Medical Practice/Training Consultancies**
 - Clinical documentation improvement (CDI)
 - Coder and clinician preparation
 - Training methodologies

Vendor – Payer Responsibilities

- **Health Plan Payers**
 - Policy changes (if applicable)
 - Processing of Prior Authorizations, Medical Reviews
 - System changes (if applicable)
 - Testing criteria and timelines

Training Resources



American Academy
of Pediatrics



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DCH & GA Medicaid Transition Status

- **DCH is on track for October 1, 2014**
 - 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

DCH & ICD-10 Testing

- Will you be ready to test with Georgia Medicaid?
 - Trading Partners and Billing Services
 - 4th Quarter 2013
 - **Providers**
 - 1st Quarter 2014
 - To become a Beta Test Site, e-mail your interest to icd10project@dch.ga.gov



Poll Question

Do you believe your practice/business will be ready to test with DCH later this year?

- Yes, definitely
- Yes, probably
- No, doubtful
- No, definitely not
- N/A

Net Takeaway from Today's Session

- Why ICD-10 is necessary
- The key facts about ICD-10
- Specificity and documentation is vital
- Build on what you're already doing
- The risks of non-compliance
- The rewards of compliance
- Staff and vendor roles and responsibilities
- Your role and training
- Testing with DCH starting in Q1 2014



ICD-10 Resources

- Centers for Medicare & Medicaid Services (CMS)

CMS Overview

- <http://www.medicare.gov/Medicare-CHIP-Program-Information/By-Topics/Data-and-Systems/ICD-Coding/ICD-10-Final-Regulation-and-Training.html>
 - CMS ICD-10 Implementation Planning Guides/Checklist
<http://www.cms.gov/Medicare/Coding/ICD10/ProviderResources.html>
 - HHS, CMS ICD-10 Final Rule <http://edocket.access.gpo.gov/2009/pdf/E9-743.pdf>
 - CMS Overview http://www.cms.gov/MedicareInfoTechArch/07_ICD-10TrainingSegments.asp
 - 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>
- **HP Enterprise Services Statewide Workshops**
 - Check Georgia <http://mmis.georgia.gov> for future ICD-10 workshops

Thank You!

- Join us as an ICD-10 **Beta Test Site**, e-mail 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



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