GEORGIA DEPARTMENT OF COMMUNITY HEALTH

ICD-10
How to Assess Office Readiness

Presentation to: Providers, Trading Partners/Billing Services

Presented by: Department of Community Health, Medicaid Division

March 26, 2013

Welcome

- **Today's Host**
  - **Eric Hendrick** – DCH, ICD-10 Team Member

- **Housekeeping Notes**
  - **Attendees:** More than 500 registrants for today's WebEx
  - **Mute:** All attendees are on mute throughout session
  - **Audio:** Via your computer speakers or phone line; not both
  - **Interactive presentation:** Live presenters, polling, chat, Q&A, and survey
  - **Presentation timing:** approx. 40 minutes plus 15 minutes for Q&A at end
  - **Questions:** Submit at end or e-mail us ICD10Project@dch.ga.gov
  - **View-on-Demand:** Presentation link to today's WebEx will be posted at www.dch.georgia.gov/ICD-10 within 2-3 business days

- **Today's Presenters**
  - **Nancy Krecklow** -- DCH, ICD-10 Project Manager
  - **Argatha (Aggie) Russell** -- DCH, Director, Medicaid Medical Policy & ICD-10 Clinical Policy Team Lead

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Mission

The Georgia Department of Community Health

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

We are dedicated to A Healthy Georgia.

Audience Polling – Question #1

- **Has your practice (or business) begun the transition to ICD-10? Select only one response.**
  - Yes
  - No
  - Unsure

Agenda

- Just the Facts: Understanding ICD-10

- Trading Partner/Billing Service Office Assessment

- Provider Office Assessment

- Provider Questions for Trading Partners/Billing Services

- Provider Tools for ICD-10 Implementation

- Testing with Georgia Medicaid

- ICD-10 Resources

- Net Takeaway

- Coming Up – Webinars, More

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ICD-10: Just the Facts

- **HHS & CMS Ruling for ICD-10 Compliance**
  - Mandated transition for all HIPAA-covered entities
  - Compliance date – October 1, 2014

- **ICD-10-CM (Clinical Modification for diagnoses)**
  - Increasing from about 13,000 (ICD-9-CM Vols. 1&2) to 68,000 codes

- **ICD-10-PCS (Procedure Coding System for inpatient procedures)**
  - Increasing from about 3,000 (ICD-9-CM Vol.3) to 72,081 new codes

- **ICD-10-CM/PCS = 140,081 code sets; updated annually**

- **ICD-10 is more robust, descriptive, expandable**
  - Requires detailed specificity
  - More detailed, better information for better care management
  - More accurate claims and faster payments from private and public payers

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More ICD-10 Facts

- **Federal Mandate under 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
  - Compliance date 10/1/2014
  - Compliance with 5010 transaction standards is required as a prerequisite to ICD-10

- **New ICD-10-CM and ICD-10-PCS code sets**
  - Replaces ICD-9-CM (Volumes 1, 2 and 3)
  - **ICD-9-CM codes NOT accepted for services provided on/after 10/1/14**
  - **ICD-10-CM/PCS codes NOT accepted for services provided before 10/1/14**
  - **Systems must accommodate both ICD-9-CM and ICD-10-CM/PCS**

- **ICD-10 has no direct impact on CPT and HCPCS**
  - Current Procedural Terminology (CPT) for outpatient procedures and Healthcare Common Procedure Coding System (HCPCS) will remain in force

Audience Polling – Question #2

- **From start to finish, how long do you think it will take for your practice (or business) to transition to ICD-10? *Select only one response***

    - Less than one month

    - About 2 to 6 months

    - About 7 to 12 months

    - More than 12 months

More ICD-10 Facts

- **18 months and counting**
  - "October 1, 2014, is a long time off. We can be ready!"
    - When you are talking about a major change in procedures and billing practices, it is not a long time away.
  - The time will go very quickly and if you are not ready you could lose revenue.
    - Providers: Make sure your Trading Partner or Billing Service is ready.
      - Ask lots of questions and keep asking.
    - Trading Partners/Billing Services: Ask your Providers if they are ready.
      - Make your Providers aware of your progress.

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Trading Partner/Billing Service Assessment

- **Are you ready for ICD-10?**
  - Where are you in your readiness to implement ICD-10?
    - Your Providers could be asking:
      - Are you prepared to meet the ICD-10 **compliance deadline** of October 1, 2014?
      - Where is your organization in this process?
      - Can you verify that you have updated your system to **Version 5010** standards for electronic transactions? *(Older Version 4010 cannot accept ICD-10 codes.)*
      - Who will be the **primary contact** at your organization for the ICD-10 transition?
      - Can we set up regular meetings to keep progress on track?
  - Have you analyzed your Providers' needs (i.e., codes, systems, training) for ICD-10 coding?
  - Have you asked about IT system upgrades and costs involved, including all necessary training?

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Trading Partner/Billing Service Assessment

- **More considerations for Trading Partners/Billing Services…**
  - Have you considered the importance of communications relative to ICD-10?
    - Have you established an internal communications approach to keep your staff informed?
    - Have you established a regular and consistent channel of communications to keep your Providers informed of your readiness to meet their needs?
    - How will you handle this lack of specificity without disruption to your Providers – and you?
  - Are your billers and coders trained in ICD-10 and the use of its specificity?
    - Do we have a complete understanding of the codes used for each provider?
    - Will my staff be trained to accept ICD-10 codes by October 1, 2014?

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Trading Partner/Billing Service Assessment

- **More considerations for Trading Partners/Billing Services…**
  - When will the upgrade to your system be completed?
  - Where do you think you are overall in the implementation process?
  - Are you ready to test with your Providers to ensure reimbursement success?
  - Have you selected beta test sites to confirm your readiness?
  - Has your office fully implemented ICD-10 codes to meet all of your provider needs?
    - Did you do a full implementation of ICD-10 codes?
    - Do you have specialty providers with specific code needs?

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Trading Partner/Billing Service Assessment

- **More considerations …**
    - When will you as Trading Partners/Billing Services be ready for testing with your Providers and DCH?
        - When will your office be ready with a testing plan?
        - On what date will you be fully implemented?
        - Do you want to be part of the solution by being a beta test site with your Providers and DCH?

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Provider Assessment

- **Have you analyzed your IT system capabilities and changes that are required**?
  - Are your systems (EHRs, Billing, Practice Management, etc.) ready to implement ICD-10?
  - Will these "new/upgraded systems" accommodate both ICD-9 and ICD-10 codes?
  - Are both business process and systems personnel trained on ICD-10?
  - Have you established communications with your Trading Partner or Billing Service?
  - Have you considered implementation timelines and any costs that may be involved with ICD-10?
  - *Reminder Note: 5010 transaction standards are a prerequisite for ICD-10 code sets to be used correctly.*

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Provider Assessment

- **Have you analyzed your office's usage of all billing codes?**
  - What codes have you used in the last 12 to 18 months?
  - Does your system give you the capability to determine which ICD-9 codes were used in the past 12 to 18 months?
  - Consider concentrating your ICD-10 implementation on those codes first. This will help with implementation.
  - Codes regularly used should be **cross-walked from ICD-9 to ICD-10** to maximize specificity.

Providers: Ask These Questions Of Your Trading Partner(s) / Billing Service

- **Are you prepared to meet the ICD-10 compliance deadline of October 1, 2014?**

    - Where is your organization in this process?

    - Can you verify that you have updated your system to Version 5010 standards for electronic transactions? (Older Version 4010 cannot accept ICD-10 codes.)

    - Who will be our primary contact at your organization for the ICD-10 transition?

    - Can we set up regular meetings to keep progress on track?

    - Can you provide guidelines or training on how my clinical documentation will have to change to support ICD-10 coding?

    - Do you offer specialized training for the various personnel in our practice?

    - Do you anticipate any price changes for your services due to the switch to ICD-10? If so, what are those?

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Provider Office Assessment

Lab

Clinical Area

Reception/ Front Desk

Nurses' Station

Manager's Office

Billing

Physician's Office

Coding

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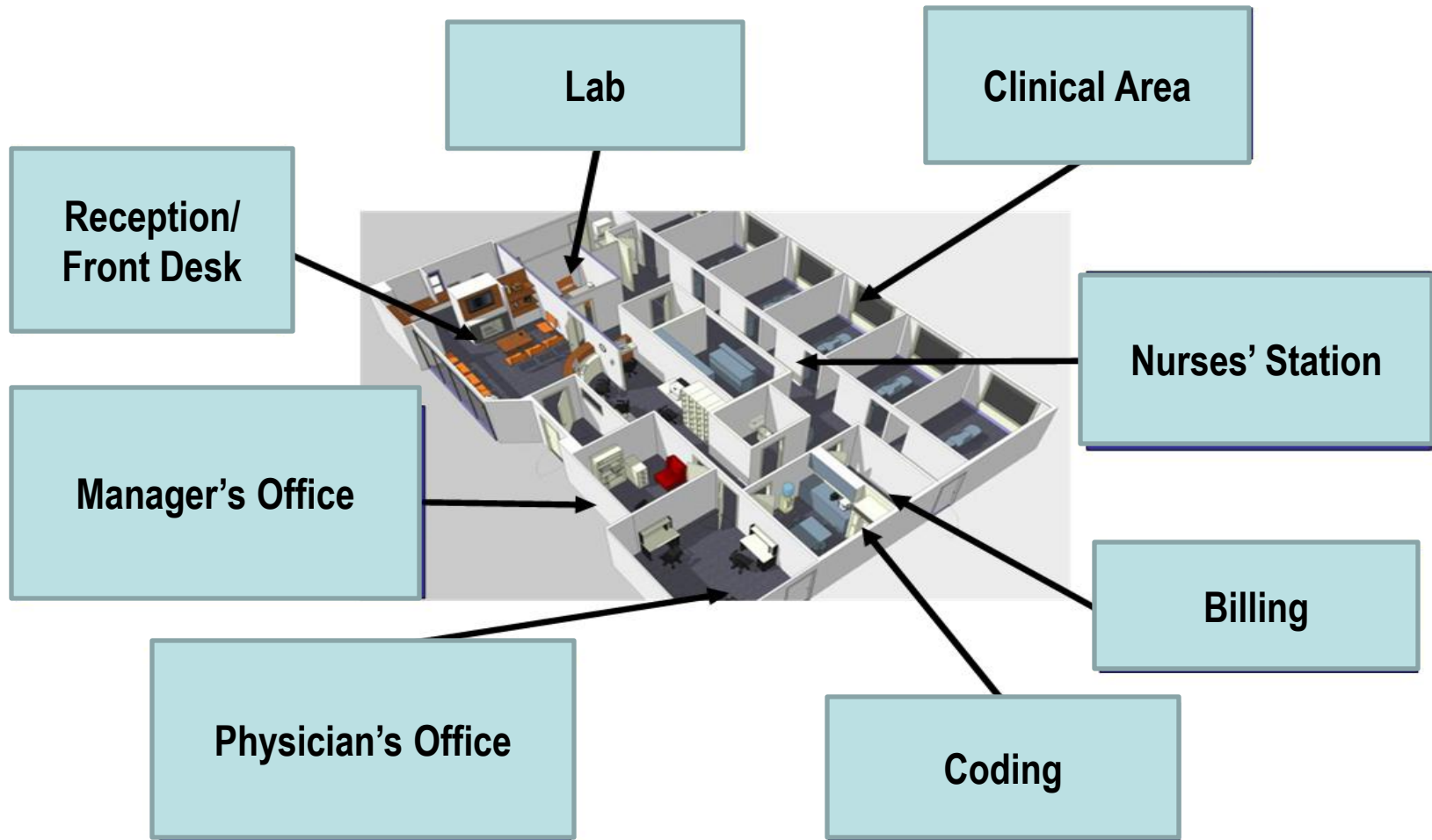
Provider Office Assessment

- **Reception/Front Desk**
  - Is your Front Office prepared to help patients with new policies and new forms that may become necessary for ICD-10 implementation?
  - What about changes in your Privacy Policy?
  - Front Office personnel may need to be trained in a number of different areas.
    - Are they comfortable with procedures to expedite questions regarding billing?
    - Are they ready for system changes that may be required since this could change the way a patient encounter is handled?

Provider Office Assessment

- **Clinical Area/Nurses Station**
  - If Health Plan policies, payment information or forms change, will the nurses/other clinicians be ready to handle?
  - All superbills electronic and paper must be revised.
    - Are they trained and ready to use this more extensive superbill?
    - Are they ready to be more specific in their initial assessment of a patient?
      - Example: A patient comes in and has leg pain. The assessment should now include:
        - » Right or Left Leg?
        - » Knee, Hip, Ankle?
  - All these things can help your entire office staff in completing the claim accurately and promptly.

Provider Office Assessment

- **Lab**
  - Is your lab ready to accept ICD-10 codes?
  - The physician's office readiness can affect the lab's readiness to accept and provide services.

Provider Office Assessment

- **Coding/Billing Office**
  - Codes will grow!
    - Is your coding and billing office ready and trained to handle these extensive code changes? Codes will grow from16,000 to 140,000. Code books and styles will completely change. More detailed knowledge of anatomy and medical terminology will be required. Coders may need to use ICD-9 and ICD-10 codes concurrently for a time. ***Certification in ICD-10 would be optimal.***
  - Payer policies and procedures (including Georgia Medicaid's) may be revised.
  - Billers must be trained on new policies and procedures and ICD-10 code sets.
  - Policies on prior authorizations may change, requiring updates and training on new forms.

Provider Office Assessment

- **Manager's Office**
  - New Policies and Processes
    - Any policy or process tied to a diagnosis or procedure code must be reviewed and most likely changed.
  - Vendor and Payer Contracts
    - All contracts must be evaluated and updated as needed.
  - Budgets
    - All of these changes--software, training, new contracts, new paperwork-- will have a cost attached.
  - Training Plan
    - Everyone in your practice – including Physicians – should be trained. You need to determine who gets what kind of training, how much time it will take, and how much it will cost.

Provider Office Assessment

- **Physician's Office**
  - Code Training
    - Number of codes will increase from 16,000 to about 140,000.
    - Physicians (and other staff) must be trained.
  - Superbill
    - In some cases, the reintroduction of the superbill will be helpful for training.
  - Changes to Documentation
    - Specificity will need to increase dramatically: physicians document laterality, stages of healing, weeks in pregnancy, episodes of care and much more.
    - Unanswered questions in the documentation could be the difference in suspended or rejected claims, the need for a Prior Authorization, reimbursement amounts…and your revenue stream.

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Provider Example -- Specificity

- **A patient comes into your office with a foot injury.**

  After examining him, you send your billing office the charge with no explanation of the injury. (*Something we all know would not happen!)*

- **Your coder should come back with these questions:**
  - What foot was involved?
  - What part of the foot was involved?
  - Was a foreign body involved in the injury?

- **Your coder's questions and your answers are essential in the ICD-10 world!**
  - With more specific information in your documentation…
    - **you** can prevent suspended or denied claims,
    - **you** can prevent any negative impact on your cash flow.

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Provider Tools for ICD-10 Implementation

- **System Upgrades or New System Implementation**
  - Practice Management
  - Billing
  - Electronic Health Records
- **Training of Your People**
  - Live, classroom; online
  - Toolkits and other electronic resources from CMS, medical trade associations and vendors

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Testing with DCH & Georgia Medicaid

- **Be ready to start testing with DCH later this year**
  - Your people
  - Your processes
  - Your technology
- **Be ready to submit ICD-10 claims for testing**
  - Trading Partners/Billing Services ready by 4th Qtr 2013
  - Providers ready by 1st Qtr 2014

- *Make sure your personnel are trained and ready to submit the more specific diagnoses required for ICD-10.*

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Audience Polling – Question #3

- **Do you believe your practice (or business) will be ready to test claims using ICD-10 code sets with DCH starting later this year?**
    - **Q4 – 2013 (Trading Partners/Billing Services)**
    - **Q1 – 2014 (for Providers)**
    - ***Select only one response.***
        - *Yes, definitely*
        - *Yes, probably*
        - *No, doubtful*
        - *No, definitely not*
        - *Not applicable to my practice/business*

The ICD-10 Testing Solution

- ## As a Trading Partner or Billing Service

  - **Will you be ready to test with DCH by 4th Qtr 2013?**

    - Would you like to be a Beta Test Site with DCH?

    - Can you test with your providers?

    - Would you like to provide your input to DCH for ICD-10 testing?

  - To be part of the solution, please e-mail your interest to icd10project@dch.ga.gov

The ICD-10 Testing Solution

- ## As a Provider
  - **Will you be ready to test with DCH by 1st Qtr 2014?**
    - Would you like to be a Beta Test Site with DCH?
    - Will your Trading Partners and Billing Service (if applicable) be ready for you to test with them?
    - Would you like to provide your input to DCH for ICD-10 testing?
  - To be part of the solution, please e-mail your interest to icd10project@dch.ga.gov

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ICD-10 Resources

- **CMS ICD-10 and 5010 Regulations**
  - http://www.medicaid.gov/Medicaid-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/icd10
- **World Health Organization (WHO) ICD-10 Page**
  - http://www.who.int/en/
- **DCH Provider Resources**
  - http://dch.georgia.gov/providers

More ICD-10 Resources

- **HP Enterprise Services Statewide Workshops**
  - Check Georgia http://MMIS.Georgia.gov for future ICD-10 workshops

- **HHS, CMS ICD-10 Final Rule**
  - http://edocket.access.gpo.gov/2009/pdf/E9-743.pdf

- **DCH ICD-10 FAQs & Fact Sheet**
  - http://dch.georgia.gov/icd-10

- **CMS Overview**

  http://www.cms.gov/MedicaidInfoTechArch/ 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

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Net Takeaway for Today

- **Timing:** The ICD-10 compliance date is set for October 1, 2014.

- **Assessment:** If you haven't assessed your office's readiness for ICD-10, start now! Don't wait.

- **Providers:** Ask questions of your Trading Partners/Billing Services and Payers. Prepare your office – people, processes and technology. Communicate!

- **Trading Partners/Billing Services:** Ask questions of your Providers and Payers. Prepare your office – people, processes and technology. Communicate!

- **Testing:** Be ready to test with DCH/Georgia Medicaid later this year.

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Coming Up

- **Webinars**
  - **(For more info, www.dch.georgia.gov/icd-10)**
  - April 9 – Trading Partners/Billing Services – Implementation
  - April 16 – Providers – Implementation
  - April 23 – Trading Partners/Billing Services – Training
  - May 21 – Providers – Training
  - June 4 – Trading Partners/Billing Services – Open Discussion
  - June 11 – Providers – Open Discussion
  - June 27 – Trading Partners/Billing Services – Testing Readiness
  - More being scheduled
- **Medicaid Fair – May 16 (Columbus, GA)**

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Q & A

- **Time permitting, submit your questions**
  - **Now through the Q&A panel**
- **Or e-mail your questions or comments**
  - **icd10project@dch.ga.gov**
- **Questions not answered today will be posted on the DCH website later this week**
  - **www.dch.georgia.gov/ICD-10**

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Thank You!

- **Thank you for your participation today**
- **Join us as an ICD-10 Beta Test Site, e-mail us at**
  - icd10project@dch.ga.gov
- **Join our mailing list for ICD-10 events, updates**
  - AskDCH@dch.ga.gov
- **We welcome your comments** to our central mailbox
  - icd10project@dch.ga.gov
- **Survey reminder**…

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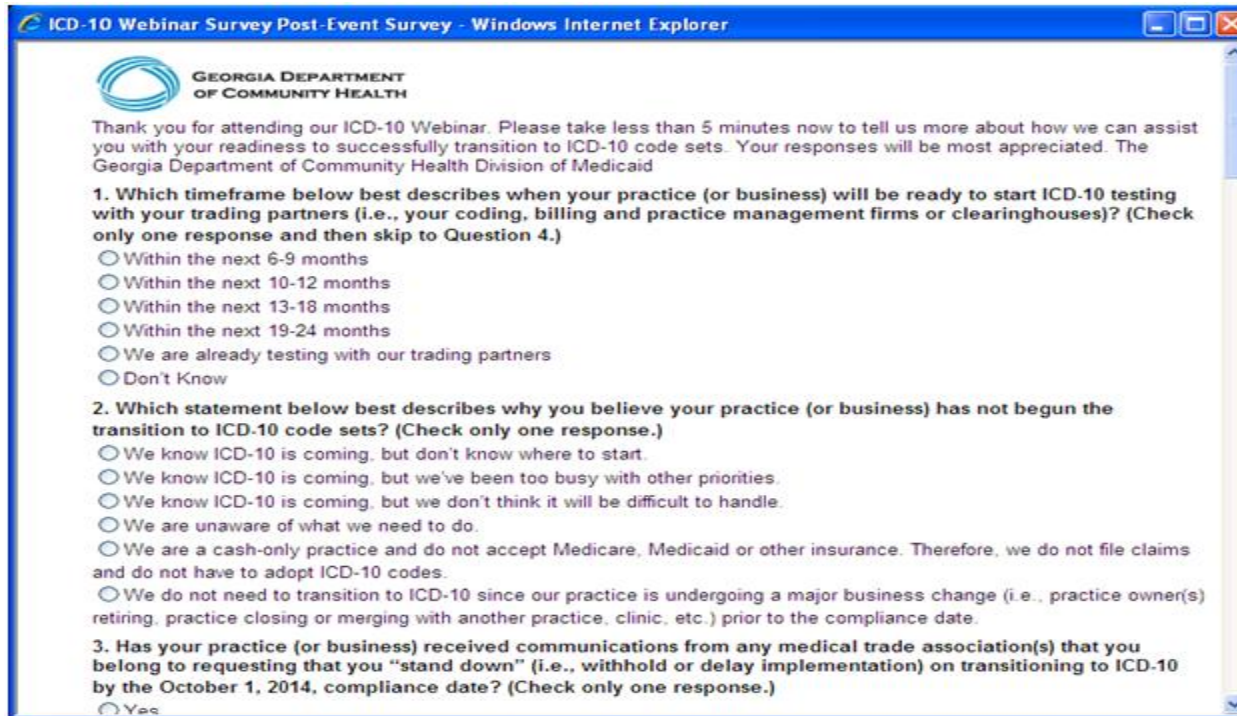
The Survey

- **We will be ending this session shortly.**
  - Please do not disconnect. After the session ends, you will have a box appear (usually in the upper portion of the screen).
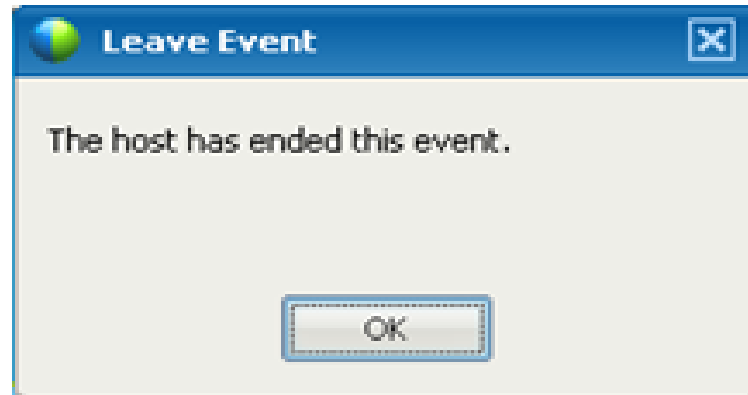
The Survey

- **When you have checked OK in this box, a survey will appear.**

- **We would appreciate your participation and comments in this survey to prepare for our next Web Presentation.**

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