



ICD-10 Webinar

An Overview of Assessment, Implementation and Training



Presentation to: Providers, Trading Partners/Billing Services

Presented by: Department of Community Health (DCH)



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

- ICD-10 Facts
- ICD-10 Transition Status (DCH, You)
- Risks of Non-compliance
- **Assessment**
- **Implementation**
- **Training**
- Testing with Georgia Medicaid
- Rewards of Successful Transition
- Today's Net Takeaway
- Helpful Resources

A quick look at ICD-10 Facts

- **Federal Mandate under Health Insurance Portability and Accountability Act (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 October 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-10 has no direct impact on Current Procedural Terminology (CPT) and Healthcare Common Procedure Coding System (HCPCS)**

More Reminders About ICD-10

- 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
- **Systems must accommodate BOTH ICD-9 and ICD-10 codes**
 - Effective with the October 1, 2014 compliance date
- **Significant Code Increase**
 - *ICD-10-CM codes are increasing from 13,000 to 68,000*
 - *ICD-10-PCS codes are increasing from 3,000 to 87,000*
 - *ICD-10 has 155,000+ codes—more than nine times the 17,000 codes in ICD-9*



DCH ICD-10 Transition Status?

- **DCH is on track for October 1, 2014**
 - **Phases of Implementation**
 - 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

Are you on track for October 1, 2014?

- We heard from some of you and your peers...
 - *Survey of Physicians, Other Providers, Trading Partners*
 - About **62%** of physician respondents indicated they had not begun the transition to ICD-10
 - Additional **18%** of those physicians did not know the transition status... *that's roughly **80% of providers** who are behind the curve*
 - About **83%** of all physician practices have not started...don't know where to start, what to do, or are too busy
 - About **30%** of physicians surveyed stated that they will be ready to test in the next six to 12 months
 - More than **70%** of physicians surveyed stated they were aware of the **NEGATIVE** impact caused by not transitioning to ICD-10 (i.e., rejected, denied, suspended claims; delayed cash flows and revenue streams; questionable audit experience with payers)

Sources: MAG plus other Georgia medical associations; DCH WebEx Attendees -- Feb/Mar 2013



Are you on track for October 1, 2014?

- We heard from some of you and your peers...
 - *Survey of Hospitals (small and mid-size)*
 - About **42%** of hospitals surveyed have completed an ICD-10 implementation plan
 - About **50%** of hospitals surveyed are not on track with CMS's ICD-10 timeline
 - About **20%** of hospitals surveyed have not begun education or training for ICD-10
 - About **40%** of hospitals surveyed have not begun coding staff training in ICD-10-CM
 - Additional **55%** of hospitals surveyed have not started training with ICD-10-PCS
 - About **31%** of hospitals also do not plan to dual code before the October 1, 2014, implementation deadline

Source: *Becker's Hospital Review*, Apr 2013

Risks – ICD-10 Non-compliance

- Claims rejections, denials, suspensions
- Delays in claims reimbursements slowing revenue, cash flow
- Delays in processing prior authorizations and medical reviews
- Coding backlogs
- Compliance issues
- Patient-care decisions based on inaccurate, incomplete data
- Payer audit problems
- Weakened financial statements for the business/practice

Your Understanding of ICD-10 is Crucial

- **502 days and counting**
 - “October 1, 2014, is a long time off. We can be ready!”
 - The time is now!
 - Providers: Make sure your Trading Partners or Billing Services are ready.
 - Ask questions and keep asking.
 - Trading Partners/Billing Services: Ask your providers if they are ready.
 - Make your providers aware of your progress.

Assessment



Conducting a thorough assessment of your office is crucial.

Think about your business.
Look closely.

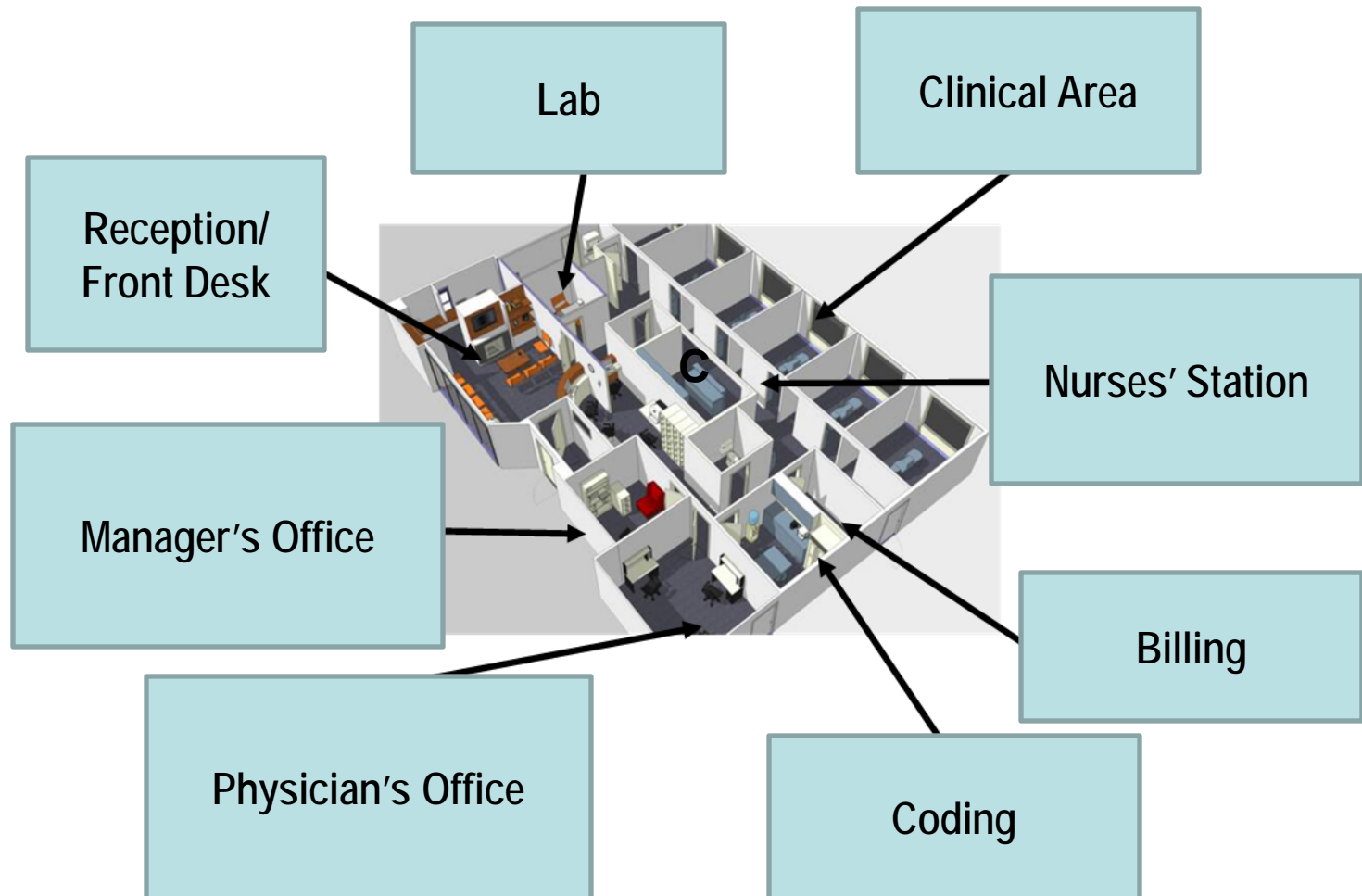
Trading Partner/Billing Service Assessment



Where are you in the assessment phase?

- Are you working with all 155,000+ codes or just some? Which are most important?
- Are you ready to answer your providers' questions about ICD-10?
- Have you estimated/approved your IT system upgrades and costs involved, including all necessary training for your office...and what might be involved at the provider level?
- Have you considered the importance of communications, internal and external?
- Are your billers and coders trained in ICD-10 and the use of its specificity?
- Do they understand the ICD-9 and ICD-10 use of codes based on date of service rendered?
- When will the upgrades to your processes and systems be completed?
- Have you selected beta test sites to confirm readiness?
- When will you be ready for testing with your providers, DCH and other trading partners to ensure reimbursement success?

Provider Assessment



Provider Assessment



Where are you in the assessment phase?

- Have you assigned an ICD-10 Project Lead in your practice? ICD-10 Team?
- Have you assessed ICD-10's impact on your entire practice?
- Have you analyzed your office's usage of all billing codes? Are you working with specific codes or all 155,000+?
- Have you analyzed your IT system and software to assess capabilities and changes that are required? (i.e., Practice Management, EHR Systems, Billing, etc.)
- Is there an internal and external communications process in place? (Staff + Trading Partners)
- Have you factored in all hard and soft costs, plus timelines, needed for implementation?
- Are your in-house or external billers and coders trained in ICD-10 and its specificity?
- Do they understand the ICD-9 and ICD-10 codes are date of service-based?
- When will the upgrades to your processes and systems be completed?
- Have you selected beta test sites to confirm readiness?
- When will you be ready for testing with your trading partners and DCH to ensure reimbursement success?

Implementation



Implementation doesn't have to be overwhelming.

Your collective efforts will achieve the desired results.

Trading Partner/Billing Service Implementation



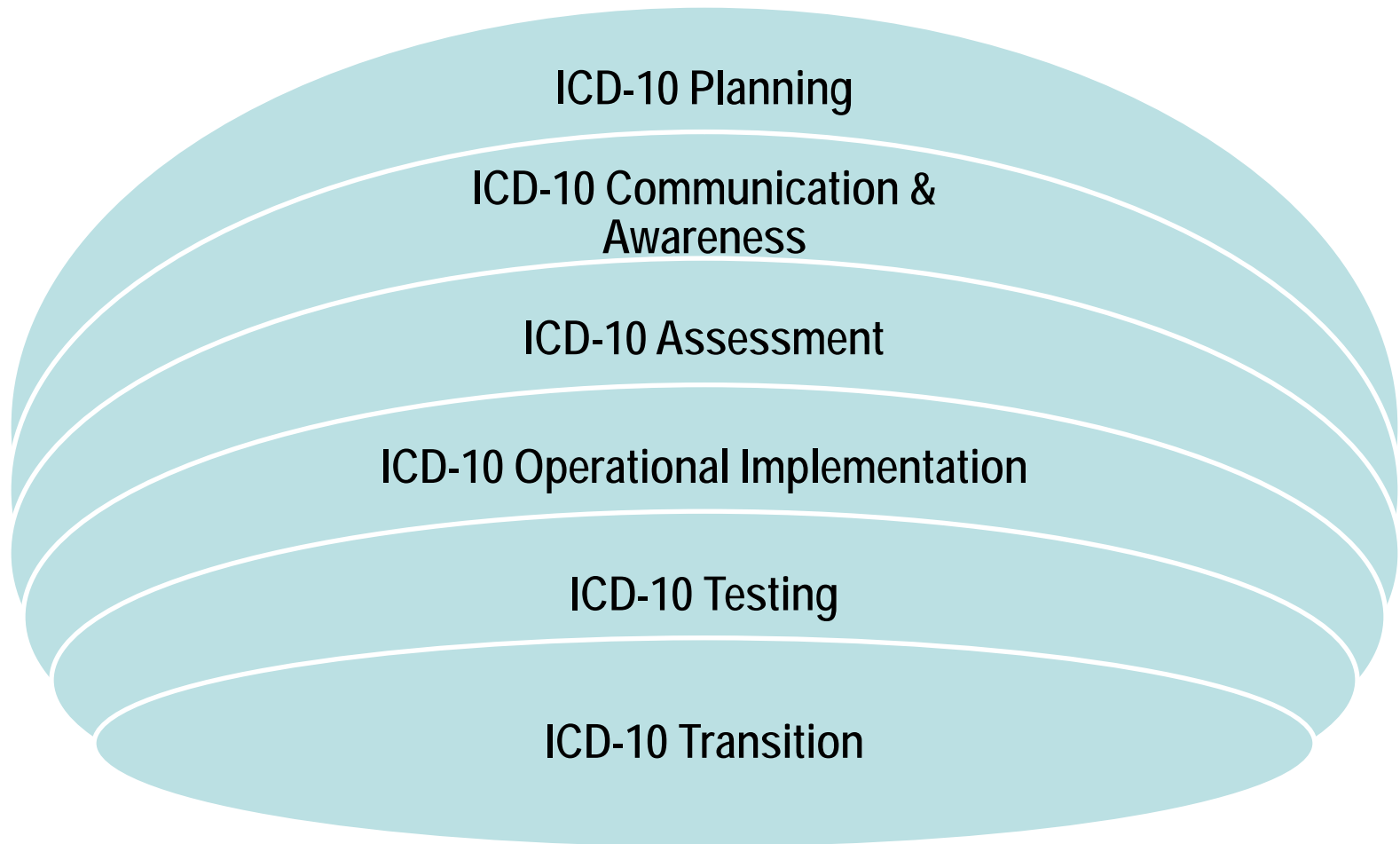
Where are you in the implementation phase?

- Have you developed an Implementation Plan?

Does it include...

- Learning from your Assessment Phase?
- Budgets for resources, system upgrades and training?
- Communications strategies and tools?
- Business Process changes?
- System changes?
- Confirmation that your systems are already using 5010 transaction standards as a prerequisite for ICD-10? Your clients, too?
- Confirmation that your systems will accommodate ICD-9 and ICD-10 code sets simultaneously?
- Training and "Train the Trainer" needs?
- Testing and Transitioning needs?
- Timelines for each of the above?

Provider Implementation Phases



Provider Implementation



Planning Phase

- **Establish Project Management Structure/Governance**
 - Assign ICD-10 Project Lead and Team
 - Define key roles, responsibilities
 - Develop the ICD-10 Project Plan (Business Processes, Systems, Budgets, Training, Testing, Timelines)
- **Create a Communications Plan**
 - Identify external partners, payers, messages and outreach tools
 - Identify internal messages and outreach tools for staff
- **Establish Risk Management Plan**
 - Identify and categorize risks of potential impact to implementation and business
 - Develop timely mitigation strategies

Provider Implementation



Communications & Awareness Phase

- **Implement and monitor the Communications Plan**
 - Inform internal staff using ongoing communications and reminders
 - Execute and maintain external communications with trading partners, payers
 - Communicate accomplishments and setbacks related to ICD-10
 - Communicate needs, milestones of ICD-10 transition
- **Develop and begin implementing the Training Plan**
 - Live classroom or one-on-one; online, on-demand
 - Toolkits and other electronic resources from CMS, medical trade associations and vendors
- **Meet with Staff to further define ICD-10 impact and responsibilities**
 - What impact will ICD-10 have on your day-to-day roles?
 - Will your current processing systems require an upgrade?

Provider Implementation



Assessment Phase *

- Assess ICD-10's impact on your policies, processes, and business overall
- Assess ICD-10's impact on your technology systems and software
- Assess ICD-10's impact on your vendor and payer contracts

**Presented in-depth by DCH in a webinar on March 26, 2013
Presentation available at <http://dch.georgia.gov/it-events>*

Provider Implementation



Operational Implementation Phase**

- Identify system migration strategies
- Implement business and technology modifications
- Prepare and deliver training

Testing Phase**

- Complete Level I...Internal testing
- Complete Level II...External Testing

***More to come on these topics in subsequent DCH Webinars*

Provider Implementation



Transition Phase**

- Prepare and establish the production and go-live environments
- Deliver on- going support

***More to come on this topic in subsequent DCH Webinars*

Training



Everyone in your practice will need to be trained.

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



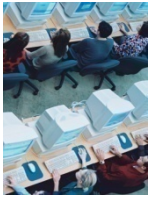
Training



Physicians

- Number of Codes increasing dramatically
- ICD-10-CM = about 68,000 codes
- ICD-10-PCS = about 87,000 codes
- 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
- Specificity in your documentation is key
- Superbills will need to be updated, expanded
- Individual, group, live, online training; internal and external resources

Training



Training Your Staff

- Consider cost and resources
 - Who needs to be trained, and why?
 - What happens if person X is not trained?
 - Which learning and training environments are available and best for your staff members?
 - Will you have your staff just complete online training and will that be enough?
 - Will you have someone in-house get the training and come back and train your staff?
 - Will you bring the experts into your practice to train your office staff?

Training



Nurses, Medical Assistants, Medical Technicians

- Are crucial to documenting ICD-10 diagnosis codes.
- Must be trained in ICD-10 clinical documentation requirements for your coders to prevent delays and denials of your claims.
- Must be trained on the greater level of specificity that ICD-10 has for problems, assessment and treatment of patients.

Coders and Billers

- Can turn your cash flow on or off.
- May or may not need to be certified in ICD-10...important consideration for key people.
- May benefit from coding associations' free or nominal-cost training, one-on-one or in groups.

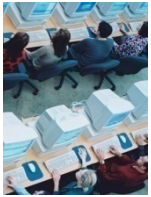
Training



Management, Front Desk Staff

- Integral members of your staff should be trained.
- The more they know, the easier and better the transition.
- Business changes mean forms will change.
- New process and procedures will be needed.

Training



Lab Personnel

- Providers will need documentation with greater specificity to fulfill/process lab orders.
- Health Plans will have new requirements for ordering and reporting services.

Training Resources



American Academy
of Pediatrics



DEDICATED TO THE HEALTH OF ALL CHILDREN™



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

Rewards - Successful ICD-10 Transition

- **Increasing efficiency in the administrative, billing and reimbursement process**
 - Reduces denied, rejected or suspended claims
 - Speeds revenue streams, improves cash flow
 - Reduces the need for attachments to explain the patient's condition
- **Improving patient care management**
 - Boosts identification of specific health conditions, diagnoses, procedures
 - Improves quality assurance of clinical and administrative processes
- **Increasing health care IT system investment performance/ROI**
 - Enhances Electronic Health Records and Health Information Network exchange value
- **Contributing to enhanced performance monitoring and research**
 - Increases capacity to report quality measures
- **Reducing coding errors thanks to increased specificity of new codes**
 - Processes fewer improper reimbursement claims
- **Preventing and detecting health care fraud and abuse**



Net Takeaway for Today

- Know the facts about ICD-10
- Determine your ICD-10 transition status
- Understand the risks of non-compliance
- Conduct your assessment
- Develop your implementation plan
- Train your staff
- Test with DCH

Enjoy the Rewards of a Successful Transition

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 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!

- Thank you for your participation
- Join us as an ICD-10 Beta Test Site, e-mail us at;
 - icd10project@dch.ga.gov
- Join our mailing list AskDCH@dch.ga.gov for ICD-10 events and updates
- We welcome your comments on webinars and other outreach. Please address comments to:
 - icd10project@dch.ga.gov

Questions & Comments

What about...

