



Tools & Tips

“Tackle the Transition to ICD-10”



Presentation to: Providers, Trading Partners & 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**
 - About ICD-10
 - ICD-9 vs. ICD-10
- **Tools & Tips**
 - Assessment
 - Implementation
 - Training
 - Communication
 - Risk Management
- **Other Tools & Tips**
- **Helpful resources**
- **Testing with DCH/Georgia Medicaid**
- **Q & A**



More about ICD-10

ICD-10

Mandatory Compliance Date

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- **ICD-9** code sets are outdated, limited and not expandable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

Poll Question

Who is the “ICD-10 Champion” in your organization (i.e., who is leading the charge to transition to ICD-10)?

- Our Physician(s)/Clinicians
- Our Practice Manager
- Our Lead Coder
- Our Billing Manager
- An Outside Vendor – Our Billing Firm
- An Outside Vendor – Our Clearinghouse
- Other



ICD-9 vs. ICD-10

Comparison of ICD-9 and ICD-10

ICD-9-CM diagnosis codes	ICD-10-CM diagnosis codes
3-7 numeric characters in length	3-7 alpha-numeric characters in length
Approximately 13,000 codes	Approximately 68,000 available codes
Based on outdated technology	Reflects current usage of medical terminology and devices
Lacks detail	Very specific
Lacks laterality	Allows laterality
Generic terms for body parts	Detailed descriptions for body parts
Lacks description of method and approach for procedures	Provides detailed descriptions of method and approach for procedures
Limits DRG assignment	Allows expansion of DRG definitions to recognize new technologies and devices
Lacks precision to adequately define procedures	Precisely defines procedures with detail regarding body part, approach, any device used, and qualifying information

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**

Comparison of ICD-9 and ICD-10

ICD-9-CM procedure codes	ICD-10-CM procedure codes
3-4 characters in length	7 alpha-numeric characters in length
Approximately 3,000 codes	Approximately 87,000 available codes
Based on outdated technology	Reflects current usage of medical terminology and devices
Limited space for adding new codes	Flexible for adding new codes
Lacks detail	Very Specific
Lacks laterality	Has laterality
Generic terms for body parts	Detailed descriptions for body parts
Lacks description of methodology and approach for procedures	Provide detailed descriptions of methodology and approach for procedures
Lacks precision to adequately define procedures	Precisely defines procedures with detail regarding body part, approach, any device used, and qualifying information

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



Poll Question

Has your organization crosswalked your most frequently used ICD-9 codes to ICD-10 codes?

- Yes
- No
- Unsure



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Tools & Tips Assessment

ICD-10 Assessment Tips

- **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**
 - Create a “master list” to 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



More ICD-10 Assessment Tips

- **Complete an ICD-10 impact assessment, risk analysis and mitigation plan for your organization**
 - Review your most commonly used ICD-9 codes for ICD-10 mapping initiatives
 - Be mindful that the new ICD-10-CM and ICD-10-PCS code set transition from ICD-9-CM will involve one-to-one as well as one-to-many general equivalency mappings (GEMs)
 - Gather and organize information about ICD-10 and its impact on your practice/organization
 - Identify strengths and weaknesses in clinical areas
 - Gauge your vendors' readiness for ICD-10 and determine how you will work together to accommodate the transition to ICD-10
 - Turn the complexity of the ICD-10 requirements into simplified solutions by creating an effective assessment of your organization, including your clinical documentation processes
- **Have procedures in place to account for the loss in productivity and cash flow disruptions that the new codes might cause**



ICD-10 Assessment Tools

- Determine if you're on track for a timely implementation and prioritize upcoming tasks with the [AHIMA ICD-10-CM/PCS Readiness Assessment and Prioritization Tool](#)
- Utilize [NCHICA and WEDI's free ICD-10 project plan](#), available in Microsoft® Project and PDF format
- Gauge your progress on both the ICD-10 and HIPAA EDI standards implementations with [NCHICA and WEDI's ICD-10 and HIPAA X12 benchmarks](#)
- ICD-10-CM /PCS Coder Readiness Assessment available at: <http://www.ahima.org/icd10/assess.aspx>
- ICD-10 Vendor Questionnaire available at: <http://www.ahima.org/icd10/assess.aspx>



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Tools & Tips Implementation

ICD-10 Implementation Tips

- **Develop an implementation strategy that includes an assessment of the impact on your organization, a detailed timeline, and budget.**
 - Become ICD-10 savvy...Learn about the structure, organization, and unique features of ICD-10-CM (all provider types) and ICD-10-PCS (inpatient hospital claims).
 - Make sure you understand how your system software and business processes will be impacted by ICD-10 (and 5010, if not already implemented).
 - Use assessment tools to identify areas of strength/weakness in medical terminology and medical record documentation.
 - Review and refresh knowledge of medical terminology as needed based on the assessment results.
 - Provide additional training to refresh or expand knowledge in the biomedical sciences.
 - Consider and plan for the magnitude of work that needs to be completed prior to ICD-10 testing with Georgia Medicaid and other payers.

Sources: <http://www.cms.gov/Outreach-and-Education>



ICD-10 Implementation Tips

- **Take a close look and...**
 - Identify any additional tasks to be completed based on your organization's specific business processes, systems, and policies.
 - Identify critical dependencies and predecessors.
 - Identify resources and task owners.
 - Identify entry and exit criteria between phases.
- **Review contractual agreements and contact clearinghouses and other trading partners re: ICD-10 readiness.**
- **Connect with both existing and new vendors to ensure that they are meeting the functional needs of the ICD-10 implementation.**
 - Make sure vendors are analyzing interfaces or dependencies between systems to avoid failures from a lack of interoperability.



ICD-10 Implementation Tools

- AAPC hosts an ICD-10-CM code translator on its website:
<http://www.aapc.com/icd-10/codes/>
- Software vendors are rolling out ICD-10 applications for smartphones and tablet PCs that can look up codes or convert ICD-9 to ICD-10...do a search for more info
- CMS is underway with a project to convert MS-DRGs to ICD-10 codes
- CMS also offers a tool called General Equivalence Mapping (GEMS) for clinical modification and procedure coding systems...for use by providers, trading partners, payers, coding and billing professionals, software vendors and others involved in the transition to ICD-10
- World Health Organization (WHO), offers an interactive self learning tool:
<http://apps.who.int/classifications/apps/icd/icd10training/>



ICD-10 GEMS Mapping

- The **General Equivalence Mappings** (GEMs) is a tool that can be used to convert data from ICD-9-CM to ICD-10-CM/PCS and vice versa.
- The GEMs are a comprehensive translation dictionary, including data for:
 - Tracking quality
 - Recording morbidity/mortality
 - Calculating reimbursement
 - Converting any ICD-9-CM-based application to ICD-10-CM/PCS
- The GEMs are not a substitute for learning how to use the ICD-10 codes. More information about GEMs and their use can be found on the CMS website at:
<http://www.cms.gov/Medicare/Coding/ICD10/index.html> (select from the left side of the web page ICD-10-CM or ICD-10-PCS to find the most recent **GEMs**).





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Tools & Tips Training

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



Poll Question

When do you anticipate starting your organization's formal training on ICD-10?

- Formal training is already underway
- Q3 2013 (Jul-Sep 2013)
- Q4 2013 (Oct-Dec 2013)
- Unsure
- We do not anticipate providing education on this topic.
- Not applicable



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Tools & Tips Communications

ICD-10 Communication Tips

- **Determine how to best communicate within your organization.**
 - Assign and clearly define communication roles and responsibilities of those involved in the transition.
- **Provide clear, ongoing communications both internally and externally with your trading partners, payers. (Via e-mail 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.



Tips to Manage Risks

ICD-10 Risk Mitigation Tips

- **Understand and communicate the mandatory compliance date of October 1, 2014.**
 - Identify ICD-10 risks by departments, offices or key internal/external functions (i.e., Clinical, Finance, Coding, Billing, etc.).
 - Identify any processes/functions that use ICD-9 and those that will be affected by ICD-10.
 - Communicate regularly with vendors to ensure practice management systems will be able to handle the new transactions.
- **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.**
- **Process all ICD-9 claims before October 1, 2014, to avoid a backlog.**



Other Tools & Tips

ICD-10 Transition Tips

- **Reimbursements**
 - Make sure your practice monitors/reviews current reimbursements.
- **Software System Support/Updates**
 - Determine whether ICD-10 support is included in installed software or whether a future update is necessary to support ICD-10. *Are any costs involved with the support or updates?*
- **Claims Rejects/Denials**
 - Develop a defined denials management process to quickly identify ICD-10-related denials quickly and appeal them in a comprehensive, timely and fact-driven way.
- **Outside Sources**
 - Know that it's ok to get help from outside sources.
 - Consider hiring a clearinghouse, billing service, clinical documentation specialist or other outside resource to help you with your transition.



ICD-10 Transition Tips

- **Important Reminders**

- While clearinghouses can help, they cannot provide the same level of support for the ICD-10 transition as they did for the Version 5010 upgrade. (5010 was IT-driven only; ICD-10 is both business process and IT-driven)
- ICD-10 codes describe a medical diagnosis or procedure and must be selected by the provider and not the clearinghouse, coder or biller.
- Expect audits to focus on clinical documentation to determine if it supports the specificity of ICD-10 codes.
- Keep in mind that covered entities are not to use the ICD-10 code in production (outside of a testing environment) prior to October 1, 2014.

- **CMS Recommends**

- Regular documentation audits after ICD-10 implementation to make sure your clinical documentation supports your ICD-10 coding.





Resources

ICD-10 Training Resources



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





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ICD-10 Transition & Testing Georgia Medicaid -- DCH

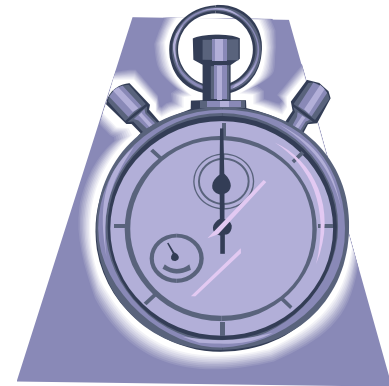
DCH & GA Medicaid Transition Status

- **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 test site, e-mail your interest to icd10project@dch.ga.gov



Poll Question

Do you believe your organization will be ready to test with DCH later this year?

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



Register Now for Upcoming ICD-10 Webinars

- **July 16, 2013** - Small Practice Readiness
- **July 23, 2013** - Small Clinic / Hospital Readiness
- **August 15, 2013** - ICD-10 Clinical Close-up...Part 1
- **August 22, 2013** - ICD-10 Clinical Close-up...Part 2
- **September 10, 2013** - Medicaid Policy Update & ICD-10
- **September 17, 2013** - Testing Readiness with DCH (for Trading Partners)
- **September 25, 2013** - Testing Readiness with DCH (for Providers)
- **October 15, 2013** - Pre-Testing Readiness & Trouble-Shooting
- **October 29, 2013** - Open Discussion

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.

Net Takeaway from Today's Session

- **Key facts about ICD-10**
 - ICD-9 vs. ICD-10
- **Effective tools and tips for successful ICD-10 transition**
 - Assessment, Implementation, Training, Communications, Risk Management
- **Helpful transition tips and resources**
- **Testing with Georgia Medicaid**

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

Questions & Comments

What about...?



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- Or you may e-mail us at:
icd10project@dch.ga.gov
- This presentation will be posted within 2 business days at
<http://dch.georgia.gov/it-events>