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

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- ICD-9 code sets are outdated, limited and not expandable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

Category

Etiology, anatomic site, severity

Extension
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'1 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

1. Section
2. Root Operation
3. Body System
4. Approach
5. Body Part
6. Device
7. Qualifier
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

- Nurses’ Station
- Lab
- Clinical Area
- Billing
- Coding
- Manager’s Office
- Physician’s Office
- Reception/Front Desk
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
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
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
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
  – CMS ICD-10 Implementation Planning Guides/Checklist
    http://www.cms.gov/Medicare/Coding/ICD10/ProviderResources.html

• 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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