

ICD-10

How Do We Make The Pieces Fit?

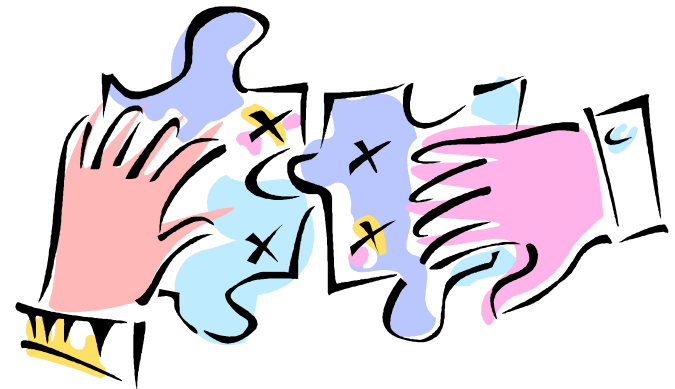
A Project Planning Model to Support the Transition

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ICD-10-CM/PCS

International Classification of Diseases,
10th Edition, Clinical Modification/
Procedure Coding System



Just the Facts Ma'am....

*On **October 1, 2013**, the ICD-9 code sets used to report medical diagnosis and inpatient procedures will be **replaced by ICD-10 code sets**. To accommodate the ICD-10 code structure, the **transaction standards** used for electronic health care claims, Version 4010/4010A, must be **upgraded to Version 5010 by January 1, 2012**.*



Who Needs To Transition?

- ICD-10 Diagnosis Codes must be used for all health care services provided in U.S. on or after October 1, 2013.
- Claims with ICD-9 codes for services provided on or after October 1, 2013 cannot be paid.



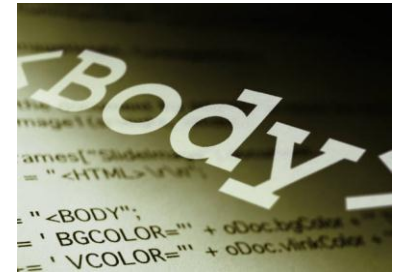
Why All The Fuss?

ICD-9-CM	ICD-10-CM
3-5 Characters in length	3-7 Characters in length
14,315 Diagnosis Codes	69,101 Diagnosis Codes
Only V codes and E codes start with a letter	ALL Codes Start with a letter
Limited space for adding new codes	Flexible for adding new codes
Cannot identify laterally	Can identify laterally

- The increased number of optional codes available to select a diagnosis
- The increased specificity in identifying specific disease processes
 - The interaction between symptoms and definitive diagnoses



For Example...



ICD-9-CM Pressure Ulcer Codes

9 Location Codes (707.00 – 707.09)

Show broad location, but not depth (stage)

ICD-10-CM Pressure Ulcer Codes

125 Codes

Show more specific location as well as depth

L89.131 - Pressure Ulcer of right lower back, Stage I

L89.132 - Pressure Ulcer of right lower back, Stage II

L89.132 - Pressure Ulcer of right lower back, Stage III

L89.132 - Pressure Ulcer of right lower back, Stage IV

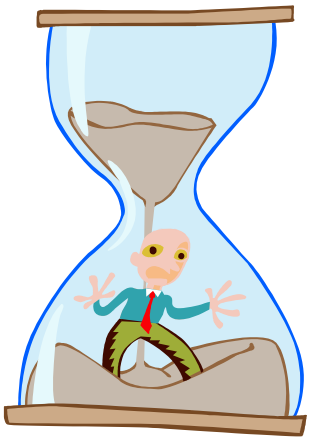
L89.132 - Pressure Ulcer of right lower back, Unspecified Stage



How Much Time Is Left To Get Ready?

Compliance Timeline:

- **January 1, 2011:**
 - Payers and providers should begin external testing of Version 5010 standards for electronic claims
 - CMS begins accepting Version 5010 claims
 - Version 4010 claims continue to be accepted
- **December 31, 2011:**
 - External testing of Version 5010 for electronic claims must be complete to achieve Level II Version 5010 compliance
- **January 1, 2012:**
 - All electronic claims must use Version 5010
 - **Version 4010 claims are no longer accepted**
- **October 1, 2013:**
 - Claims for services provided on or after this date must use IDC-10 codes for medical diagnosis and inpatient procedures
 - CPT codes will continue to be used for outpatient services



Barriers to Success

Lack of Urgency

Operational Impacts

Crosswalk Complexity

Coordination of Internal and External Changes

Concurrent Processing of ICD-9 and ICD-10



Lack of Urgency

In June 2010, HCPro, Inc. Survey Showed That

- 91% are aware of change to ICD-10
- 70% have not taken any action to prepare
- Only 33% either have an ICD-10 Project Team or are in process of forming one



Operational Impacts

Budget

Training

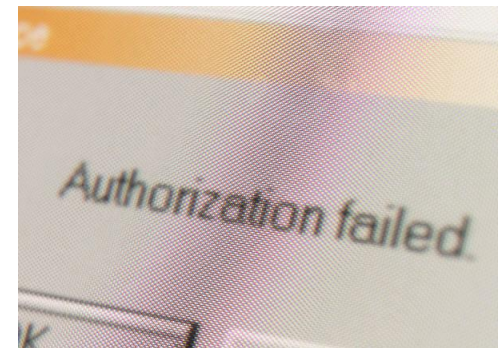
Cash Flow

Processes



Consequences of Poor Preparation:

- Increased claims rejections and denials
- Increased delays in processing reimbursement claims
- Improper claims payment
- Coding backlogs
- Compliance issues
- Decisions based on inaccurate data



Crosswalk Complexity

Crosswalks between ICD-9 and ICD-10 present a particular challenge

Equivalence	ICD-9 Codes	Descriptions
One-to-one	3,458 (25%)	Unique equivalent code in ICD-10
Single	9,600 (68%)	Single equivalent code in ICD-10, but many to choose from
Combination	629 (4%)	Multiple ICD-10 codes are required to describe the ICD-9 code
Null	416 (3%)	No equivalent code exists

Source: CSC 2010



Coordination of Internal and External System Changes

- The biggest challenge with upgrading your systems will be coordinating the work
- You will need to coordinate the sequencing of upgrades, possibly among different vendors
- Consider the sequencing of the upgrades to the electronic systems with the manual processes



Project Phases

Discovery Process



Build awareness

Educate management, IT, clinical staff on:

Regulatory requirements

Value of new code sets

Differences between ICD-9 and ICD-10 code sets

Impact on documentation



Act now

It is not just a coding thing, it is not just a software thing

Early preparation is key

Canadian and Australian Colleagues –

“Take advantage of lead time!”



Project Phases

Discovery Process

Form a cross-discipline team and perform an analysis

Identify processes impacted, affected individuals, systems, applications, databases, reports, forms, policies/procedures, contracts, mandates, staffing, vendors



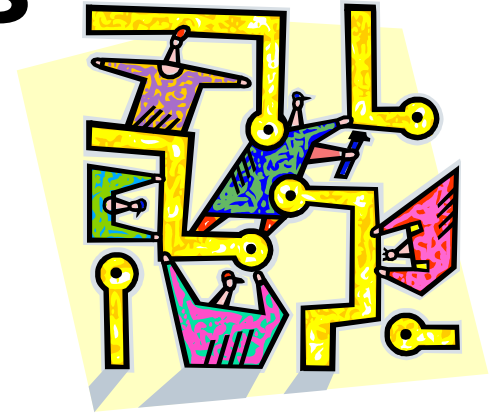
Assess organizational readiness, impact on documentation, processes, coding and billing productivity, and work flows



Project Phases

Discovery Process

Ask your systems vendors:



What systems upgrades are needed to accommodate ICD-10 and when will they be available?

What costs are involved? Will upgrade costs be covered by existing contracts?

What customer support and training will they provide?

How will their products/services accommodate both ICD-9 & ICD-10?



Project Phases

Impact Analysis



Inventory all applications, databases, and reports using ICD-9-CM codes

Perform detailed analysis of systems changes that need to be made

Prioritize sequence of systems changes based on interdependences

The deliverable of this phase is a detailed matrix identifying the magnitude of impact in each area



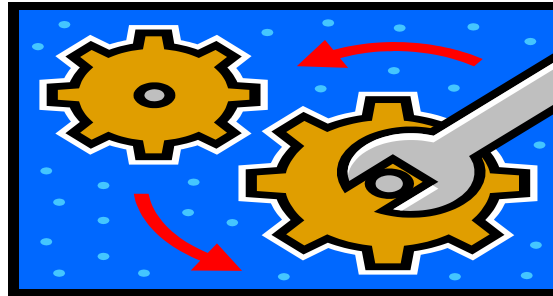
Project Phases

Issue Remediation

The Discovery and Impact Analysis phases will result in a detailed roadmap

Develop a detailed project plan, implementation timeline, and resources required to complete identified tasks

Articulate all key stakeholders' roles and responsibilities



Project Phases

Issue Remediation

Identify all ICD-10 transition expenses and estimate costs

Include: Software modifications

Education

Hardware/software upgrades

Staff time

Temporary or contract staffing

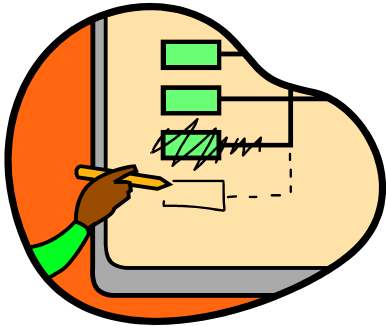
Consulting services

Report redesign

Reprinting of paper forms

Data conversion

Additional software or other tools/resources



Project Phases

Test, Test, Test

Several levels of testing are required:

Internal implementation

Vendor development

Trading partners

Perform unit and integration testing



Project Phases

Training

Who will need education?

What type and level of education will they need?

How will the education be delivered?

Training programs are already in the market place

Develop or purchase vendor specific training materials

Validate all staff training!



Project Phases

Launch

You may have multiple go-lives, one per system

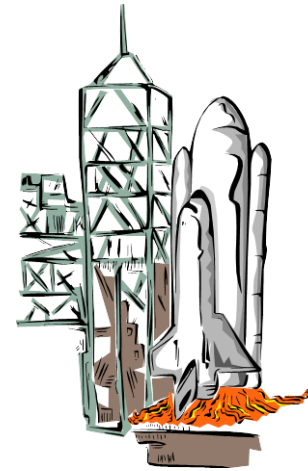
Maintain

Fix unanticipated problems

Monitor and improve

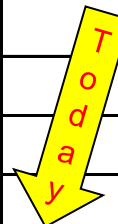
Support and maintenance

Don't forget to realize the benefits



Suggested Timeline

Phase	Step	2010	2011	2012	2013
Discovery	Build Awareness				
	Form Program Mgmt Cross-discipline Team				
Impact Analysis	Perform Gap Analysis				
	Develop a Strategy				
Remediation	Form Specific Project Teams				
	Implement 5010 Version				
	Engage Your Partners				
	Design, Build, Test, Debug				
	Perform Unit Testing				
	Perform Integration Testing				
	Resolve Issues				
Training	Train				
Launch	Go-live				Oct
Maintain	Fix Problems				
	Monitor, Improve, and Realize Benefits				



So In Real Life...

Hospice of Santa Cruz County

Underway:

Coaching on Project Management Skills

Gap Analysis on Electronic Medical Record System

Form A Strategy

Next Steps:

Form Specific Project Team

Engage Electronic Medical Record System Partner

Implement 5010



Project Outcomes



Patient & Family – No Impact On Care

Staff - Minimize Impact To Productivity
- Communicate, Communicate, Communicate

Leadership Team - Strong Executive Support
- Manage the Change

Software Vendors – Compliant Software

Billing Intermediaries – Close Coordination
- Upgraded Processing Software
- Successful Test Cycles



Resources

- Consultants
 - Project Management Experts
 - Coding Trainers
- Your Electronic Medical Record Software Vendor
- CMS ICD-10 website <http://www.cms.gov/icd10>
- CMS Sponsored ICD-10 Teleconferences web page at <http://www.cms.gov/ICD10/Tel10/list.asp>



Resources

- Coordination and Maintenance Committee meeting at http://www.cms.gov/ICD9ProviderDiagnosticCodes/03_meetings.asp

The following organizations offer ICD-10 resources:

- WEDI (Workgroup for Electronic Data Interchange) <http://www.wedi.org>
- HIMSS (Health Information and Management Systems Society) <http://www.himss.org/icd10>





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