ICD-10 Transformation

More than a Check Mark in the Box

May 2013
Reasons for Implementing

- Better Data to Support Efforts to Improve Performance
- Improved Patient Care
- Improved Accuracy of Reimbursement
- More Responsive to Use of Emerging Technologies
- Standardized Reporting of Public Health Data
“For dates of service on and after October 1, 2013, entities covered under HIPAA are required to use the ICD-10 code sets in standard transactions adopted under HIPAA. The HIPAA standard health care claim transactions are among those for which ICD-10 codes must be used for dates of service on and after the compliance date. “

CMS Manual System Transmittal 950, August 19, 2011
Is It Enough?

ACO’s, P4P, Bundled Payment, RAC, MIC, MAC, etc.

Core Measures and OPPE

Meaningful Use
Change Management

1. Establish the Need for Change & Potential Opportunity
2. Identify the Preliminary Desired Outcome
3. Analyze Impact of the Potential Change
4. Organize and Plan for the Change
5. Implement the Change
6. Evaluate the Process & Fine Tune
Overview of ICD-10
ICD-10-CM

United States is required to report mortality and morbidity data to the World Health Organization under an agreement similar to an international treaty.

Developed by the National Center for Health Statistics (division of CDC) to complement accepted clinical practice.

Number of diagnosis codes increased from 14,025 (ICD-9-CM) to 68,069 (ICD-10-CM).
ICD-10-PCS

Chosen *OVER* CPT with a goal to improve comprehensive communication.

Developed under contract by CMS to complement current and future technology changes.

Number of procedure codes increased from 3,824 (ICD-9-PCS) to 72,589 (ICD-10-PCS).
ICD-10-CM Format and Examples
Comparisons between ICD-9-CM to ICD-10-CM

ICD-9-CM    ICD-10-CM
3-5 digits                           7 digits
First alpha or numeric     First always alpha (not case sensitive)
2-5 are numeric             2-3 numeric, 4-7 either
14,025 diagnosis          68,065 diagnosis

Category

Etiology, Anatomic Site Severity

Extension
Comparisons between ICD-9-CM to ICD-10-CM

ICD-9-CM
Laterality
174.2
Malignant neoplasm of female breast, upper–inner quadrant
Specificity
682.2
Other cellulitis and abscess, trunk

ICD-10-CM
C50.211
Malignant neoplasm of upper-inner quadrant of RIGHT female breast
L02.213
Cutaneous abscess of chest wall
ICD-10-PCS Format and Examples
# Comparisons between ICD-9-PCS to ICD-10-PCS

<table>
<thead>
<tr>
<th>ICD-9-CM v3</th>
<th>ICD-10-PCS</th>
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<tbody>
<tr>
<td>3-4 digits</td>
<td>7 digits (not case sensitive)</td>
</tr>
<tr>
<td>All numeric</td>
<td>Each either (no I’s or O’s)</td>
</tr>
<tr>
<td>3,824 procedures</td>
<td>72,589 procedures</td>
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</tbody>
</table>

Allows for new procedures as unique codes

- Each term is assigned a specific meaning
- Structure includes tabular list & index for common procedure names

![Diagram of ICD-10-PCS structure](image)
Comparisons between ICD-9-PCS to ICD-10-PCS

ICD-9-CM v3
Laterality and Specificity
79.37
Open reduction, of fracture with internal fixation tarsals and metatarsals

ICD-10-PCS
0QSM04Z
0 = Med/Surg
Q= Lower Bones
S = Reposition
M = Tarsal, left
0 = Open
4 = Internal Fixation Device
Z = No device
ICD-10 TouchPoints

- (Pre-) Registration
- Patient Access
- Eligibility/Authorization
- Financial Counsel
- Case Management
- Clinical Record
- Charge/Code
- Claims/Billing
- Collections
- Contracts
- Data Indicators
- Ancillary
- IT Systems
- Reports/Forms
Information Systems

Training:
- Awareness - All Staff

Process Improvement:
- Hardware & Software
- Systems Inventory
- Reports & Reporting Inventory

Additional Support:
- System Testing Staff
- Overtime

Functional Areas & Mitigation Strategies

Enabling/Supporting Tools:
- Vendor Readiness Tracking
- Project Management Software
Health Information Management

Training:
- Awareness - All Staff
- Extensive - Coding/Contract Staff

Process Improvement:
- Coding Productivity
- Coding Accuracy
- P&P’s

Additional Support:
- Contract Coding Services
- Overtime

Enabling/Supporting Tools:
- Updated Encoders
- Computer Assisted Coding

Functional Areas & Mitigation Strategies

Primeau Consulting Group
Clinical Documentation Improvement

Training:
- Moderate - Extensive

Process Improvement:
- Provider Documentation
  - Query Forms and Process

Additional Support:
- Contract Coding Services
- Overtime

Enabling/Supporting Tools:
- Updated Encoders
- Computer Assisted Coding

Functional Areas & Mitigation Strategies
Physicians

Training:
- Awareness – All Staff
- Extensive – by Medical Specialty

Additional Support:
- Physician Office Staff
- Physician Champions

Process Improvement:
- Provider Documentation
- Superbills
- Medical Records

Enabling/Supporting Tools:
- Transcription Templates
- Computer Assisted Coding
- Query Forms

Functional Areas & Mitigation Strategies
Patient Access/Scheduling

Training:
- Awareness – All Staff

Process Improvement:
- Scheduling Process
- Medical Necessity Determinations

Additional Support:
- Trained Coding Staff

Functional Areas & Mitigation Strategies

Enabling/Supporting Tools:
- Eligibility Software

Primeau Consulting Group
Patient Financial Services/Finance

Training:
- Awareness – All Staff

Process Improvement:
- Payer Contract Negotiation
- Medical Necessity Determinations

Additional Support:
- External Collections Staff
- Overtime

Enabling/Supporting Tools:
- Point of Service Cash Software
- Collections
- Charge Master

Functional Areas & Mitigation Strategies
Contract Management

Training:
- Awareness – All Staff

Process Improvement:
- Contracts and Rate Schedules
- Contract Negotiation and GEMS

Additional Support:
- Trained Coding Staff

Enabling/Supporting Tools:
- Contract Modeling and Predictive Analysis Software

Functional Areas & Mitigation Strategies
Decision Support

Training:
- Awareness – All Staff

Process Improvement:
- Report Request Process

Additional Support:
- Trained Coding Staff

Enabling/Supporting Tools:
- Data Repository with Decision Support Software

Functional Areas & Mitigation Strategies
Clinics & Ancillary Departments

Training:
Awareness – All Staff

Process Improvement:
Diagnostic Test Referral Process

Additional Support:
Trained Coding Staff
Physician
Physician Office Staff

Functional Areas & Mitigation Strategies

Enabling/Supporting Tools:
Preprinted or Automated Requisitions
Quality Improvement/Performance Management

Training:
- Moderate – Reporting Staff
- Awareness – All Staff

Process Improvement:
- Benchmarking using Patient and Treatment Classification

Additional Support:
- Trained Coding Staff

Enabling/Supporting Tools:
- Clinical Pathway/Best Practices
- Data Analytics Software

Functional Areas & Mitigation Strategies

Atrilogy ICD-10 Assessment and Strategy Team 2013
Utilization/Case Management

Training:
- Moderate – Case Management Staff
- Awareness – All Staff

Process Improvement:
- Severity/Admissions Screening
- Concurrent and Retrospective Review Process

Additional Support:
- Trained Coding Staff

Enabling/Supporting Tools:
- InterQual Criteria Products
- RAC / Other Denial Management Software
Tumor/Trauma Registry

Training:
- Moderate

Process Improvement:
- Case Finding and Matching
- Death Certificate Coding
- Follow-up and Special Studies

Additional Support:
- Trained Cancer Abstracting Staff

Functional Areas & Mitigation Strategies

Enabling/Supporting Tools:
- CancerNet Products and Interfaces
- CaseFinding Lists
Clinics & other departments

- **Training:**
  - Moderate/Extensive – Superbill Users and Billers Awareness – All Staff

- **Process Improvement:**
  - Revised Superbills
  - Medical Necessity Determinations

- **Additional Support:**
  - Trained Coding Staff

- **Enabling/Supporting Tools:**
  - Practice Management Software
  - Charge Master
  - Point of Service Cash Collections Tools

**Functional Areas & Mitigation Strategies**

Atrilogy ICD-10 Assessment and Strategy Team 2013
Phase 1 – The ‘Assessment’ phase includes the Impact Analysis related to the ICD-10 conversion and Organizational Strategy for Implementation.

Phase 2 – The ‘Execute’ phase covers the implementation activities for transformation.

Phase 3 – The ‘Sustain and Improve’ phase covers the ongoing activities necessary to stabilize the organization’s processes and further benefit from the transformation.
# Next Steps

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<tr>
<th>Action</th>
<th>Timeframe</th>
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<tbody>
<tr>
<td>Conduct Impact Analysis and Results Analysis</td>
<td>Next 6 Weeks</td>
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<tr>
<td>Develop an Implementation Strategy and Plan</td>
<td>The Following 4 Weeks</td>
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<td>Execute Awareness Campaign</td>
<td>TBD</td>
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<tr>
<td>Execute Transformation</td>
<td>TBD</td>
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<tr>
<td>Perform Continued Improvement &amp; Monitor Readiness and Risk</td>
<td>TBD</td>
</tr>
<tr>
<td>Conduct Post-Implementation Analysis &amp; Implement Necessary Process Improvement</td>
<td>TBD</td>
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Questions and Contact Information

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