Top 5 things you need to do to jump start your ICD-10 transition

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Complete Practice Resources
Introduction

• Project “News”
  – WEDI feedback - Payers will be ready (testing?)
  – June 1, 2014 – The ICD-10 date no one is talking about
  – DHHS/CMS: ICD-10 WILL happen on time
  – No. Carolina Test project – worse than anticipated

• View from the road
  – The one year delay did a disservice to our doctors
  – Uncertainty, Paralysis, Inactivity
  – What to do? How to begin?
  – Why do we have to do this?
Here’s the What and the Why

Background:

• W.H.O.
  – 70,000 ICD-CM codes
  – ICD-10 PCS – Hospital inpatient procedures
• HIPAA mandated – Oct. 1, 2014
• Structure

CMS estimates an 18 – 20 month process – we are inside of 7 months. Have you begun?
After 50+ Readiness Assessments...

- Here’s what we’ve learned
- Here are your project challenges
- Here’s what you need to do
What we’ve learned:

• Accept the challenge – the compliance date is set and will not change (Stop Procrastinating!)
• Overcome the inactivity – prioritize this project
• Providers are the cornerstone for success – documentation is key
• It’s just a project! You can do this with the right tools! There are effective and affordable ways to organize this challenge.

ADOPT A SANE, MEASURED, AND PHASED APPROACH
The 5 Phases of the ICD-10 Transition

1. Engaging and educating Physicians and Staff
2. Organizing your implementation effort
3. Creating your Timeline and Transition Plan
4. Implementing your Transition Plan
5. Post Transition Analysis and Reporting

Each phase is the prerequisite for the next. Most practices are still in Phase 1.
Positive or Negative Impact?

The following impact areas will result in Positive or Negative Outcomes depending on how well each area is addressed during the transition.
Insurance Reimbursement Impact

• Current Insurance Reimbursement Issues will carry over to ICD-10
• Medical Necessity Denials
• Unspecified = Unpaid?
• Delayed payment – requests for additional information
“Physicians may be ICD-10 compliant, but if they abuse the “other” or “unspecified” codes, payment will not occur if a more specific alternative exists.”

Dennis Winkler
Michigan Blue Cross, Director of Technical Program Management

Justifying medically necessary procedures and services depends on specificity of diagnoses coding!
Productivity Impact

• More documentation v. Patient Scheduling
• Coding Productivity
• Denied Claims Increase the ripple effect
• Training Impact on ability to maintain workflow
Operations Impact

- EHR pick/problem lists and Superbills
- Order Entry
- Pre-Authorization/Pre-Certification
- Referrals
- Reporting
Project Challenges

• Impact analysis findings and plan development
  – Plan and Budget as you go
• Creating deadlines and accountability are key
• Engaging providers in the project – Biggest challenge
• Clinical Documentation Improvement - SOAP
• External stakeholder cooperation – Most vendors are behind! Have you asked the questions?
How do you begin?

5 things to “jump start” your transition

1. Convert codes – Find your ICD-10 “reality”
2. Identify documentation elements and Create Training Tools
3. Perform simple chart reviews to assess shortfalls
4. Ask key questions for vendors and payers
5. Create deadlines and accountability

Here’s how you do it...
Providers are key!

- Providers are your most difficult challenge
- Convert codes, Create tools, perform simple Chart Reviews: powerful and motivational training tools
- Try the “Jerry McGuire” approach
- When all else fails...

Show them the really cool codes they’ll miss out on if they don’t embrace ICD-10
W18.12X

Fall from or off toilet with subsequent striking against an object

W18.12XA   Initial Encounter
W18.12XD   Subsequent Encounter
W18.12XS   Sequela

Hey! This stuff really happens!!!
Toilet trouble: Six people injured and one dead after falling off faulty raised toilet seats

By Daily Mail Reporter
Last updated at 4:36 PM on 23rd October 2008
Read more: http://www.dailymail.co.uk/news/article-1080018/Toilet-trouble-Six-people-injured-dead-falling-faulty-raised-toilet-seats.html#ixzz1jyJuYFlr

Prisoner who fell off toilet fails in payout bid.
Belfast Telegraph, 4 November 2008
W22.09ZD

Striking against other stationary object,
Subsequent Encounter
Two fish were swimming along and ran into a cement wall. One looked at the other and said, “Dam.”
Y93.K2

Activity, Milking an animal
(If the milking goes badly)

...the related W55.22XS

Struck by cow, Sequela
Burn due to *water-skis on fire*, subsequent encounter
W61.91XA

Bitten by other birds, Initial Encounter
Please note separate codes for:

**Being bitten or struck by...**

Turkey, chicken, macaw, parrot, other psittacines, goose, duck, mouse, rodent, rat, squirrel, sea lion, orca, horse, cow, pig, raccoon, lizard, snake, alligator or crocodile.
And don’t forget the ever popular:

R46.1
Bizarre Personal Appearance
A guy goes to see his doctor because he doesn’t feel well. The doctor examines him and notices he has a stalk of celery stuck in one ear, a carrot sticking out of the other ear, and an olive stuck up his nose.

“Ah,” the Dr. says, “I know what’s wrong with you.”
R46.1 Bizarre Personal Appearance

“You’re not eating right.”
But Seriously...
We must find ways to engage the providers

The *unprepared* practice exhibits:

- Inadequate documentation = unspecific coding
- Unspecific coding = Lack of Medical Necessity
- Lack of Medical Necessity = Denied Claims and data-poor UDS reporting

_Doctors..._

_"You hold the key to ICD-10 success."_
Short term pain – Long term gain

First 6 months – Challenging
Long term benefits:
– Clinical improvement (Asthma, Metal Hips)
– Better data for UDS reporting = separate your center from the “pack”
– Future grant/funding/compensation:
  • ACOs, Value-Based reimbursement, PQRS
Final Thoughts

• It’s a big project, but you can do this with the right tools
• The clock is ticking, get started now
• Demystify ICD-10 by performing the top 5 things to jump start your project
  – Convert frequently used ICD-9 codes
  – Create simple documentation training tools
  – Conduct chart reviews
  – Engage IT vendors and payers
  – Create deadlines and accountability
Tools you will need for the transition

• Conversion solution
  – to help educate and find your ICD-10 reality
• Project Management solution
  – to help organize and implement
• Budget
• Time
• Motivation to begin
Questions?
Remote Project Management?
(We can help!)

Thank you!

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