



American Academy of
Professional Coders



**ICD-10-CM
Implementation Part 3**

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Goal

- ▶ This Webinar conference series will assist in determining the impact ICD-10 will have to physicians and other health care providers and provide a timeline of essential activities for successful implementation.
- ▶ Implementation Webinar #3-Step 10-16

It's not to soon to prepare for ICD-10!!

Implementation Steps Covered in This Session

1. Step 10: Phase I Training
2. Step 11: Business Process Analysis
3. Step 12: Education and Training, Phase II
4. Step 13: Policy Change Development
5. Step 14: Outcomes Measurement
6. Step 15: Deployment of Code by Vendors to Customers
7. Step 16: Go Live—Implementation Compliance

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Training

▶ Step 10 Training Implementation Phase I

- ▶ Begin Phase I training for:
 - Senior management
 - Cross functional teams
 - Coding and billing staff
 - Physicians and other practitioners
 - Clinical Staff
 - Administrative Staff
- ▶ Phase I general training may include:
 - AAPC Webinars or Audio Conferneces
 - Local AAPC Chapter and AAPC Regional Conferences
 - AAPC National Conference
 - Workshops
 - Distance Learning
 - AAPC Curriculum

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Training

- ▶ **What Should Phase I training include:**
 - ▶ **ICD-10 Conventions**
 - ▶ **Training on ICD-10CM Guidelines**
 - ▶ **General code set training**
 - ▶ **Regulatory Issues and Guidance**



Business Process Analysis

- ▶ **Step 11 Business Process Analysis**
 - ▶ Conduct assessment of needed changes along with a detailed review of the medical practice to determine how ICD-9-CM is currently used
 - ▶ Identify all systems and processes that currently use ICD-9-CM and conclude if they need to be upgraded to ICD-10-CM, including:
 - Clinical (e.g. Laboratory and Radiology)
 - Administrative (e.g. Practice Management and Registration)
 - Billing (e.g. Computerized Systems and Superbills)
 - Other (e.g. Quality and Public Health)

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Business Process Analysis

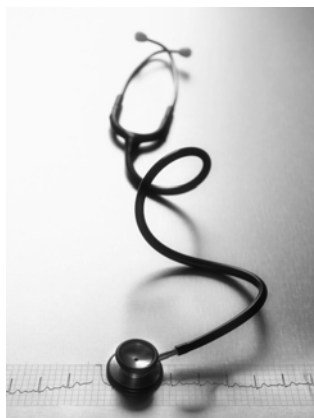
- ▶ Identify limitations in current use of ICD-9-CM, including:
 - ▶ Not all diagnosis codes allowed by health plans
 - ▶ More patients have complications and comorbidities may require several diagnosis codes to describe their condition
- ▶ Review existing policies and procedures related to ICD-9-CM. Identify any changes needed in existing policy and procedures, including:
 - ▶ ICD-9-CM reporting
 - ▶ Auditing of clinical documentation
 - ▶ Review of specific clinical events – adverse events

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Business Process Analysis

- ▶ Identify impact to reports involving ICD-10-CM, including:
 - ▶ Internal
 - ▶ Quality improvement
 - ▶ External
 - ▶ Federal
 - ▶ Adverse drug events
 - ▶ Medical devices
 - ▶ Pay for performance
 - ▶ Research
 - ▶ State
 - ▶ Public health
- ▶ Newborn screening



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Business Process Analysis

- ▶ Identify impact of ICD-10 on payer/health plan contracts.
 - ▶ Identify contracts where reimbursement is tied to particular diagnoses
 - ▶ Contact payers and discuss potential changes to existing contracts
 - ▶ Determine timing of contract negotiations
 - ▶ Modify agreements as needed
 - ▶ Communicate contract changes to appropriate staff
- ▶ Conduct a gap analysis to determine specific areas to improve/update.

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Phase II Training

- ▶ **Step 12 Education and Training, Phase II**
- ▶ Begin Phase II of specialty specific training including:
 - ▶ Distance Learning
 - ▶ Webinars
 - ▶ Local AAPC Chapter and AAPC Regional Conferences
 - ▶ AAPC National Conference
 - ▶ Workshops
 - ▶ Specialty Specific Training Sessions

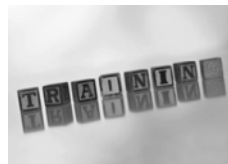
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Phase II Training

▶ Step 12 Education and Training, Phase II

- ▶ Training Should include:
 - ▶ Coding and billing staff
 - ▶ Physicians and other practitioners
 - ▶ Clinical Staff
 - ▶ Administrative Staff
 - ▶ Managerial Staff
- ▶ Take AAPC Proficiency Test to maintain certification.
- ▶ Proficiency testing will be available beginning October 1, 2012 and ending September 30, 2014
 - ▶ All Certified Coders must have passed the proficiency test on ICD-10-CM in order to maintain certification



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Phase II Training

▶ Step 12 Education and Training, Phase II

- ▶ Training should include:
 - ▶ Review of Guidelines specific to specialty
 - ▶ Specialty specific code training



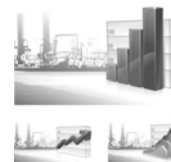
Policy Change Development

▶ Step 13 Policy Change Development

- ▶ Identify opportunities to improve processes.
- ▶ Make changes to policies as identified in the gap analysis.
- ▶ Obtain approval from appropriate source(s) for policy changes.
- ▶ Educate staff and physicians on policy changes.

- ▶ Tip: You will want to wait to begin this process after insurance carrier develops payment policy changes.

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Outcomes Measurement

▶ Step 14 Outcomes Measurement

- ▶ Measure coder productivity when using ICD-10-CM.
- ▶ Re-evaluate the medical record documentation to ensure ICD-10-CM coding can be achieved.
- ▶ Internal testing of coding and billing staff in ICD-10-CM proficiency.
- ▶ Provide additional education and training if deficiencies are identified.



Deployment of Code-Vendors to Customer

▶ Step 15 Deployment of Code by Vendors to Customer

- ▶ This step is when the Vendor delivers the software update with ICD-10-CM and the ICD-9-CM mapping to install on medical practice systems. The system should be tested more than once to ensure delivery of claims on the “Go-Live” date
 - ▶ Integrate software program(s) into your systems.
 - ▶ Make internal customization after deployment of code by vendor.
 - ▶ Integrate changes into production systems.
 - ▶ Test systems with clearinghouses, payers, electronic claims transmission with each individual system (end to end).
 - ▶ Ensure vendors will maintain updates to code during transition period.

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Implementation Compliance

▶ Step 16 Implementation Compliance

- ▶ Should begin October 1, 2013 and ongoing for the first 12 months after Implementation.
 - ▶ October 1, 2013 -“GO Live”.
 - ▶ Resolution of claim errors and denials.
 - ▶ Review insurance carrier payment policies.
 - ▶ Conduct medical record documentation re-assessment.
 - ▶ Measure training and productivity outcomes
 - ▶ Provide retraining when needed



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Prescription for Success



- ▶ Ensure staff is trained on specialty specific codes and guidelines
- ▶ Review policies and make internal changes
- ▶ Conduct an outcomes measurement before “Go-Live” date
- ▶ Make sure the vendors install updates and test systems prior to implementation
- ▶ Maintain compliance beyond “Go-Live” date
 - ▶ Keep on top of denials and policy changes from health plans

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AAPC's ICD-10 Resources

- ▶ Reasonable cost training currently under development
 - ▶ Distance learning module for implementation guidance- August 2009
 - ▶ Fifteen minute webinar series for physicians and managers-1st quarter 2010
 - ▶ 15 or more topics under development
 - ▶ Provider Curriculum for medium to large group medical practices and universities-1st quarter 2010
 - ▶ Webinar and Distance Learning for general ICD-10 guidance- 1st quarter 2010

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AAPC's ICD-10 Resources 2011-2013

- ▶ Webinars specialty specific ICD-10-CM
- ▶ Distance learning modules general and specialty specific
- ▶ Half day workshop for ICD-10-CM and ICD-10-PCS training
- ▶ Education sessions will range from 5-10 sessions at the AAPC National Conference in 2010 and 2011
- ▶ Twenty education sessions at the National and Regional AAPC conference in 2012
- ▶ AAPC National Conference will have twenty education sessions available of various topics in 2013
- ▶ Eight Regional Conferences will be held throughout the country and all sessions will focus on ICD-10-CM and ICD-10-PCS in 2013

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15 Minute Webinars Series for Physicians and Practice Managers

- ▶ Some of the Topics Include:
 1. How Do I Begin?
 2. What areas will Impact my Medical Practice?
 3. Conducting a Impact Analysis
 4. Developing a Realistic Budget for Implementation
 5. What Questions should I ask my Vendors?
 6. How will 5010 Affect my medical practice?
 7. Planning for Implementation
 8. What methods and types of training should I engage for my employees?
 9. How much time should we devote to training?
 10. Analyzing the Business Process
 11. Conducting a Gap Analysis
 12. Crosswalking from ICD-9-CM to ICD-10-CM
 13. Should my Practice Implement an Electronic Medical Record along with ICD-10 Implementation
 14. What should I expect my vendor to deliver
 15. What happens after the Implementation date

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AAPC's ICD-10 Plan for our Certified Coders

- ▶ ICD-10-CM proficiency testing will begin October 1, 2012 and end September 30, 2014
 - ▶ Every certified coder must take and pass a proficiency examination on ICD-10-CM to maintain certification
 - ▶ Open book 75 question test.
 - ▶ Coder may use any resource available to complete examination
 - ▶ May take the examination twice for a cost of \$60.00
 - ▶ Test is taken on line and is a timed test

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Resources

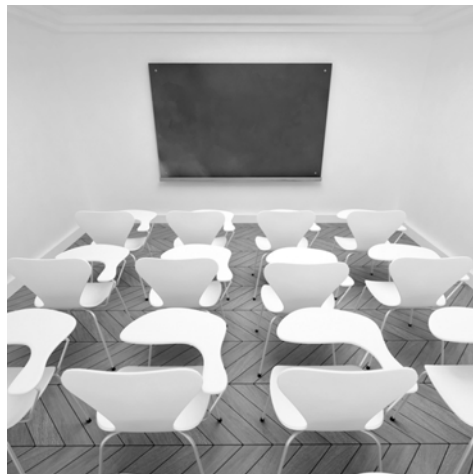
<http://www.aapc.com>

- ▶ Valuable resources for all medical practices solo practitioners-large medical groups
- ▶ <http://www.cms.hhs.gov/ICD10>
- ▶ Complete list of code sets for ICD-10-CM and ICD-10 PCS; final rule and Official ICD-10-CM Guidelines

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What is Your Next Step for Training???



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The Next Step-2010

- ▶ If you are a large group: Enlist the services of an AAPC ICD-10 Expert to conduct three day implementation training on site at your facility or
 - ▶ Take the AAPC Distance Learning Course on ICD-10 Implementation
- ▶ If you are a physician, manager, or coder
 - ▶ Attend one or all of the 15 minute webinars
 - ▶ Take the Distance learning course on ICD-10 Guidelines
 - ▶ Attend an AAPC ICD-10 Guideline Webinar
 - ▶ Attend the AAPC National Conference-5 sessions on different topics on ICD-10 will be offered

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The Next Step-2011

- ▶ If you are a large group: Enlist the services of an AAPC ICD-10 Expert to conduct three day implementation training on site at your facility or
 - ▶ Take the AAPC Distance Learning Course on ICD-10 Implementation
 - ▶ Take the AAPC ICD-10 Distance Learning Coding Course for your specialty
 - ▶ Attend an AAPC ICD-10 Coding Webinar for your specialty
 - ▶ Attend an AAPC ICD-10 Coding half day workshop
 - ▶ Attend the AAPC National Conference-10 sessions on different topics on ICD-10 will be offered

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The Next Step-2012

- ▶ Take the AAPC ICD-10 Distance Learning Coding Course for your specialty
- ▶ Attend an AAPC ICD-10 Coding Webinar for your specialty
- ▶ Attend an AAPC ICD-10 Coding half day workshop
- ▶ Attend the AAPC National Conference-10 sessions on different topics on ICD-10 will be offered
- ▶ For AAPC certified coders-the proficiency exam available October 1,2012

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The Next Step-2013

- ▶ The countdown has begun:
- ▶ Take the AAPC ICD-10 Distance Learning Coding Course for your specialty
- ▶ Attend an AAPC ICD-10 Coding Webinar for your specialty or other specialty areas
- ▶ Attend one of the two AAPC ICD-10 Coding half day workshop

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The Next Step-2013

- ▶ The countdown has begun:
- ▶ Attend the AAPC National Conference-20 sessions on different topics on ICD-10 will be offered or
 - ▶ Attend an AAPC Regional Conference-8 conference around the country will be offered focused only on ICD-10 coding
- ▶ For AAPC certified coders-the proficiency exam
 - ▶ **You have until September 30, 2014 to take the exam to maintain certification—don't delay**
- ▶ Get Trained—Get Ready!

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Questions?

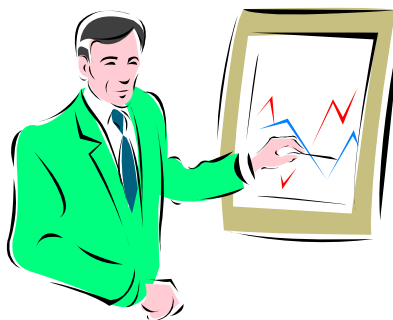


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Thank Your for Attending

- ▶ For more information or to schedule Curriculum Training go to: www.aapc.com



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