ICD-10-CM
Implementation Part 2
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American Academy of Professional Coders

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 #2-Step 4-9

It’s not to soon to prepare for ICD-10!!
Implementation Steps Covered in This Session

- Step 4: Organize Cross Functional Efforts
- Step 5: Budget Development
- Step 6: Internal System Design and Development - Medium to Large Medical Practices
- Step 7: Development of the Training Plan
- Step 8: Contact System Vendors
- Step 9: Implementation Planning

Organize the Cross Functional Efforts

- Step 4-Organize Cross-Functional Efforts
  - Medium to Large Medical Practice
  - Identify staff to represent cross-functional areas
  - Establish lines of communication for the cross functional team
    - Identify who has decision making authority
    - Establish schedule for ongoing updates on work status
  - Establish meeting schedules and reports, including frequency of briefing senior management of progress or problems
  - Establish Executive Steering Committee
Organize the Cross Functional Efforts

- Step 4: Organize Cross-Functional Efforts
  - Establish Project Management Office/department to coordinate and monitor efforts
  - Workgroups to execute technical or department specific efforts
  - Perform a GAP analysis
  - Review existing operations and consider areas of improvement
    - Quality
    - Performance
    - Clinical
    - Administrative

Organize the Cross Functional Efforts

- Step 4: Organize Cross-Functional Efforts
  - Establish coordination with 5010 project team
  - Most large practice will have two committees and teams working simultaneously on ICD-10 and 5010
**Develop Your Budget**

- **Step 5: Include all costs associated with Implementation:**
  - Identify cost items/areas:
    - Software costs
    - Software license costs
    - Hardware procurement
    - Development costs
    - Implementation/Deployment costs
    - Possible EMR upgrade or implementation (e.g., Physician practices)
    - Staff training costs: Coding staff, Clinical staff, Financial staff, Revenue cycle/billing staff, Administrative staff, Physicians (with privileges)

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**Develop Your Budget**

- Include all costs associated with Implementation:
  - Identify cost items/areas:
    - Overtime costs
  - Work flow process changes
  - System Testing
  - Communicate budget plans with appropriate Management
  - Develop on-going budget re-assessment process
Internal System Design and Development

- **Step 6: Internal System Design and Development-Medium to large Medical Practices**
  - (This step applies to organizations that maintain their internal systems. If all development is performed by vendors, then this step can be skipped.)
  - Establish Organizational Implementation Structure
  - Determine Project requirements
  - Complete design work
  - Reengineering analysis
  - Complete programming
  - Installation and Testing
  - Review and Beta Testing
  - Complete Testing/Validation/Verification
  - Ongoing support

Development of the Training Plan

- **Step 7: Development of the Training Plan**
  - Identify staff training needs.
  - Identify resources needed for training:
    - External training
    - Training materials
  - Internal resources available to support training
  - Coordinate internal training. Identify staff to receive training on ICD-10-CM in two Phases
    - Phase I training general overview of ICD-10-CM, guidelines format and structure
    - Phase II training will be in-depth based on specialty
Development of the Training Plan

- Identify staff training needs
  - Identify resources needed for training:
    - External training
    - Training materials
    - Internal resources available to support training
    - Coordinate internal training
  - Identify staff to receive training on ICD-10:
    - Senior management
    - Cross-functional teams
    - Clinical staff
    - Coding staff
    - Financial staff
    - Administrative staff
      - Managers
      - Quality improvement staff
      - Utilization review staff
    - Revenue cycle/billing staff
    - Physicians

- What type of training mechanism will you employ?
  - Webinars
  - Distance Learning
  - Workshops/Seminars
  - Textbooks
  - Conferences
  - Other Avenues
Development of the Training Plan

- Establish a training schedule.
- Identify materials needed for ongoing support after training.
- Determine if temporary staff is needed during training.
- Develop communication plan for staff on status of training.

Contact System Vendors

- **Step 8: Contact System Vendors**
  - Complete preliminary assessment of system changes needed for ICD-10.
  - Determine if vendor will support changes to systems.
  - Determine timeline for implementation of changes.
  - Determine costs for implementation.
  - Identify other changes to address issues identified in gap analysis.
  - Identify when testing will occur.
  - Determine anticipated testing time and schedule (when will they start, how long will they need, and what will be needed for testing (e.g. sample claims)).
System Costs

- System upgrades
  - Scanning
  - Billing
  - Financial analysis software
  - Electronic Medical Record
- Overall cost $500 million to 1.6 billion nationally
- Smaller or solo practices will pay approximately $181 million
- Overall cost is controversial

Implementation Planning

- Step 9: Implementation Planning
- This is the planning for how the project will be implemented by the organization
- Breakdown implementation into stages: (What gets implemented when and by whom)
- Some stages may overlap in timing
  - Planning
  - Analysis
  - Implementation
  - Education
  - Testing
  - Production
**Implementation Planning**

- Identify overall impact of ICD-10
  - Review the new coding guidelines
  - Identify general impact of coding changes
  - Review crosswalks – government available; more enhanced vendor products
    - Determine use of crosswalks internally
  - Identify changes to current reports/trending involving ICD-10
  - Identify any new processes needed because of ICD-10
  - Identify additional quality efforts needed to ensure proper coding specificity
  - Review opportunities that could impact reimbursement, value based purchasing, and pay for performance

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**Implementation Planning**

- Identify benefits of implementation
  - Identify specific benefits
  - Identify how to achieve benefits
  - Identify who else needs to help with achieving benefits – vendors, health plans
  - Develop communication plan for staff on status of training
  - Monitor that training is occurring on schedule at the appropriate times
  - Reevaluate training schedule and resources as needed
- Develop post-implementation problem resolution process that will address how to report, track, prioritize, and correct issues identified
Implementation Planning

- Develop a reasonable timeline that can be accomplished in the solo or small medical practice
  - Map out a project plan on a simple Excel spreadsheet with benchmarks and status of completion
  - Managers and/or coders should get physician approval

Sample Project Plan

ABC Medical Practice
ICD-10 Provider Project Plan

<table>
<thead>
<tr>
<th>Item</th>
<th>Steps to Implementation</th>
<th>Start</th>
<th>Due</th>
<th>Completed</th>
<th>Assigned To</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Organize the Implementation Effort</td>
<td>1/16/09</td>
<td>7/1/09</td>
<td></td>
<td></td>
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<tr>
<td>1.1</td>
<td>Review ICD-10 Final Rule</td>
<td>1/16/09</td>
<td>2/1/09</td>
<td>1/31/09</td>
<td>Manager</td>
</tr>
<tr>
<td>1.2</td>
<td>Point person/Lead for ICD-10 CM Implementation</td>
<td>2/1/09</td>
<td>3/1/09</td>
<td>3/1/09</td>
<td>Manager</td>
</tr>
<tr>
<td>1.3</td>
<td>Prepare briefing materials to review with physicians related to work and scope of work that needs to be accomplished</td>
<td>3/4/09</td>
<td>4/30/09</td>
<td>4/30/09</td>
<td>Manager</td>
</tr>
<tr>
<td>1.4</td>
<td>Contact our consultant to review materials</td>
<td>4/1/09</td>
<td>5/1/09</td>
<td>4/15/09</td>
<td>Manager</td>
</tr>
<tr>
<td>1.5</td>
<td>Review Impact of ICD-10 with all providers</td>
<td>5/1/09</td>
<td>6/1/09</td>
<td>6/1/09</td>
<td>Manager</td>
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<tr>
<td>1.6</td>
<td>Establish regular meeting schedule with provider(s) to discuss progress</td>
<td>5/15/09</td>
<td>6/1/09</td>
<td>6/1/09</td>
<td>Manager</td>
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<tr>
<td>1.7</td>
<td>Identify areas that will impact the practice</td>
<td>6/1/09</td>
<td>7/1/09</td>
<td></td>
<td>Manager and Coder</td>
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<tr>
<td>1.8</td>
<td>Establish who has final decision making authority</td>
<td>6/1/09</td>
<td>7/1/09</td>
<td></td>
<td>Physicians</td>
</tr>
<tr>
<td>2.0</td>
<td>Establish Communication Plan</td>
<td>7/1/09</td>
<td>8/1/09</td>
<td></td>
<td>Manager</td>
</tr>
<tr>
<td>2.1</td>
<td>Develop method of communication on ICD-10 CM</td>
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<td></td>
<td>Manager</td>
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<tr>
<td>2.2</td>
<td>Develop materials for physicians</td>
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<td></td>
<td></td>
<td>Manager</td>
</tr>
<tr>
<td>2.3</td>
<td>Establish communication schedule</td>
<td></td>
<td></td>
<td></td>
<td>Manager</td>
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</thead>
<tbody>
<tr>
<td>3.0</td>
<td>Establish Provider Education Plan</td>
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<td></td>
<td></td>
<td>Manager</td>
</tr>
<tr>
<td>3.1</td>
<td>Establish provider education on ICD-10 CM</td>
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<td>Manager</td>
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<tr>
<td>3.2</td>
<td>Provide resources for physicians and staff</td>
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<td>Manager</td>
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<tr>
<td>3.3</td>
<td>Establish provider education materials</td>
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<td></td>
<td></td>
<td>Manager</td>
</tr>
</tbody>
</table>
Develop Timelines in the Planning Phase

ICD-10-CM Implementation Timeline Example

Year 1

1st Quarter 2nd Quarter 3rd Quarter 4th Quarter

- Review the current workflow and update timelines
- Review Stage II Final Rule
- Develop Communication Plan for clinical and administrative staff
- Create ICD-10 CM implementation project timeline
- Identify high-level milestones
- Develop high-level timelines
- Conduct needs assessment
- Design ICD-10 CM workflow
- Design high-level conversion plan
- Implement clinical, documentation, and administrative workflow
- Integrate workflow updates and conversion

Year 2

1st Quarter 2nd Quarter 3rd Quarter 4th Quarter

- Review Superbill/Encounter forms
- Perform second documentation review
- Communicate to Medical practice: ICD-10-CM conversion progress
- Communicate to medical practice: ICD-10-CM conversion progress
- Provide education regarding documentation required by ICD-10-CM
- Provide education regarding documentation required by ICD-10-CM
- Update ICD-10-CM updates and conversion
- Update ICD-10-CM updates and conversion
- Develop training plan for clinical and administrative staff
- Develop training plan for clinical and administrative staff
- Provide learning to improve documentation to physicians and clinical staff in preparation of Year 2

Develop Timelines in the Planning Phase

ICD-10-CM Implementation Timeline Example

Year 3

1st Quarter
- Review tools and educational materials required for ICD-10-CM
- Communicate ICD-10-CM implementation timeline with Senior Administration Staff
- Communicate ICD-10-CM implementation timeline with clinical and ancillary staff
- Follow up with Vendors on conversion and testing for 5010 and ICD-10-CM

2nd Quarter
- Begin Phase II training for coders and administrative staff
- Communicate ICD-10-CM implementation timeline with Senior Administration Staff
- Provide documentation follow up training related to ICD-10-CM

3rd Quarter
- Review first release of ICD-10-CM Mapping
- Review second release of insurance contracts and carrier policy
- Provide ongoing follow up training and follow up performance outcomes measurement
- "GO LIVE" October 1, 2013

4th Quarter
- Review first release of ICD-10-CM Mapping
- Review second release of insurance contracts and carrier policy
- Provide ongoing follow up training and follow up performance outcomes measurement

Prescription for Success

- Review Internal Systems (medium to large health plans)
- Contact System Vendors
- Develop the Training Plan for your organization
  - Ensure all appropriate staff receives training at the right time and the right mechanism
- Develop your Internal Implementation Plan

AAPC’s ICD-10 Resources

- Reasonable cost training currently under development
  - 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
  - Webinars for general ICD-10 guidance- 1st quarter 2010
AAPC’s ICD-10 Resources
2011-2013

- Webinars—general and 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

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
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 online and is a timed test

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
Implementation Webinar Part 3

- The next Webinar will cover the following implementation steps:
  - Step 10: Phase I Training
  - Step 11: Business Process Analysis
  - Step 12: Education and Training, Phase II
  - Step 13: Policy Change Development
  - Step 14: Outcomes Measurement
  - Step 15: Deployment of Code by Vendors to Customers
  - Step 16: Go Live—Implementation Compliance
  - Ongoing Compliance
  - The Next Step—AAPC will guide you to what you need to do next

Questions?
Thank You for Attending

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