A Mini-Handbook for Successful ICD-10 Conversion
This eBook has been designed to simplify your understanding of ICD-10.

Our aim is to help you successfully implement the change at your practice with valuable information on what it entails; important deadlines, latest updates and helpful tools.
The answers you need for ICD-10 conversion

1. Understanding ICD
2. How does ICD help?
3. ICD-10 quick facts
4. 7-step path to ICD-10 conversion
5. Prepare your staff for 68,000 codes
6. Implementation timeline for small-medium practices
7. Are your partners ready for ICD-10?
8. Useful money saving tips for ICD-10
9. Testing process for ICD-10
10. Final word
Understanding ICD

The World Health Organization (WHO) describes ICD as:

The International Classification of Diseases (ICD) is the standard diagnostic tool for epidemiology, health management and clinical purposes.

How does ICD help?

- Classifies diseases and other health problems
- Helps in maintaining clinical records
- Compilation of national mortality and morbidity statistics
- Enables exchange of information between WHO member states
ICD-10 quick facts

What are ICD-10 codes?

It is the 10th revision of ICD, which contains codes for diseases, signs and symptoms, abnormal findings, complaints, social circumstances, and external causes of injury or diseases: WHO

Convert from ICD-9 to ICD-10 on October 1, 2015

Why convert?

<table>
<thead>
<tr>
<th>ICD-9</th>
<th>ICD-10</th>
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<tbody>
<tr>
<td>Lacks specific diagnosis codes</td>
<td>More accurate and precise codes</td>
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<tr>
<td>Lacks current knowledge of diseases &amp; procedures</td>
<td>More complex codes based on symptoms, complaints, external situations, diseases</td>
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<tr>
<td>Does not compliment CMS payment systems</td>
<td>Will generate specific &amp; detailed data for health research</td>
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Not ready by the compliance deadline?
Claims will be rejected or declined.
7-Step Path to Successful ICD-10 Conversion

The American Medical Association (AMA) gives helpful guidelines to providers for ICD-10 conversion.
1. **Analyze your practice**
   - Assess your current systems and work-flow
   - Identify system upgrades required for ICD-10
   - Estimate cost for ICD-10 implementation

2. **Discuss with your Practice Management vendor**
   - Inquire if they can update your system to a new version of HIPAA transactions
   - Discuss if they can assist you in staff training
   - Determine if they can provide updates before the deadline

3. **Discuss clearinghouses, billing service, and payers**
   - Determine their readiness for ICD-10 conversion
   - Determine the timeline to begin testing with them
   - Can they process your claims after the compliance deadline?
4. **Identify change in practice workflow**

- Assess the workflow change depending on observation and past experience
- Most affected processes will be:
  1. Documenting clinical records
  2. Creating e-Superbills
  3. Reporting measures

5. **Prepare your staff for the change**

- Discuss with your staff to build a consensus towards the change
- Provide necessary training to your staff based on their responsibilities
- Training should include ICD-10 code learning and changes in workflow
6. **Conduct internal testing with ICD-10**
   - Test the new coding system inside the practice
   - Determine if your staff is ready to apply ICD-10 codes accurately
   - Examine number of claims processed with new codes

7. **Conduct external testing with ICD-10**
   - Conduct external testing with your clearinghouse and payers
   - Determine if your transaction partners are in sync with the changes

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**ICD-10 CODE**

W5921XS

Bitten by a turtle
Prepare your practice for 68,000+ codes

For physicians, transition to ICD-10 codes can be daunting. Changing the entire workflow of coding has an impact on every phase of practice, particularly billing. The following checklist will help you make the change systematic and easy.
- Select a team member to oversee the entire change

- Devise a project plan, which will include:
  1. Future goals and aim of the change
  2. Timeline to complete process of change
  3. Resources to achieve the goals
  4. Impact of change on practice

- Appoint responsibilities to different team members

- Analyze the current condition of practice

- Review your vendor contract to see if updates are covered

- Determine the readiness of your current vendor

ICD-10 CODE

W5611XD
Bitten by sea lion
In case your vendor or clearinghouse is not ready for change:

1. Create list of vendors and clearing houses to assist you in change
2. Develop a strategy to test each vendor for ICD-10 codes
3. Determine if the vendor can help you prepare on time

Implement the change according to the project plan

Train your staff in ICD-10 codes:

1. The billers should get certification in ICD-10
2. Front-desk staff should be trained in new workflow
3. Clinical staff should be familiar with new coding system

Project manager should ensure there are no backlogs

Convert to ICD-10 and monitor your productivity

ICD-10 CODE
W2202XA
Hurt walking into a lamppost
# ICD-10 Implementation Timeline

## PLANNING
- Identify resources
- Create project team
- Assess effects
- Create project plan
- Secure budget

## COMMUNICATIONS
- Inform staff
- Contact vendors
- Contact payers
- Monitor vendor prep
- Monitor payer prep

## TESTING
- High-level training for test team
  - Level 1: internal
  - Level 2: external

## COMPREHENSIVE TRAINING
- Documentation
- Coding

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**Source:** CMS
Are your partners ready for ICD-10?

You can’t go on this adventure all alone. At least not without the company of your health IT partners.

Your vendor should be qualified and ready to help you meet your ICD-10 goals. They should be equipped with updated and efficient technology to fulfill your ICD-10 needs. The vendor has to be well-prepared to help you reach your destination.
You can ask your vendors following questions to determine their preparation for ICD-10 implementation:

Q. Can you provide upgrades necessary for ICD-10 conversion?

Q. Have you designed a timeline for updates?

Q. Does the timeline allow my practice to begin testing in 2014?

Q. What is your strategy to make ICD-10 conversion on time?

Q. Are your consultants trained to help us in ICD-10 implementation?

Q. Will you offer right tools that help in finding specific diagnosis codes?

Q. When will my practice be able to do external testing with clearing houses and insurance payers?

ICD-10 CODE

V9542XA

Spacecraft crash injuring occupant, initial encounter
Money saving tips for ICD-10

Saving money is one of the goals of every business project. ICD-10 conversion is no different. Having spent a good amount of money on EHR implementation, you would want to save some bucks on implementation of the new coding system.

Here are few pointers from MGMA senior policy advisor, Robert Tennant to prepare for ICD-10 without over-spending on the process:

- Make teams of your staff during training, so that they assist each other to solve issues
- Create a timeline to streamline your transition period and make timely conversion
- Assess the impact of change on internal systems (technology and workflow)
- Determine how the new e-Superbill will be created
- Determine the staff members to be trained and level of training required by them
- Create a realistic budget required for the transition period
- Keep in mind not everyone will be ready by the deadline
- Most important – The deadline may change again!
## Testing process for ICD-10

### TEST ACTIVITY

**INTERNAL TESTING**
- Unit Testing
- System Testing
- Regression Testing
- Integration Testing
- Vendor Testing
- UAT

**EXTERNAL**
- Onboarding & Outreach
- Unit Testing
- Result Analysis
- Feedback & Certification

### TEST OBJECTIVES

**IT System Code Testing**
- System remediation
- System throughput

**Business Readiness Testing**
- Financial neutrality
- Operational neutrality
- Benefit parity
- Medical policy parity

**Trading Partner Testing**
- Predict code mix
- Align provider expectations
- Test regulatory requirements

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**Source:** Edifecs, “6 Tips to a Clearer ICD-10 Testing”
Final word

Set a meeting with your coders or billers (for outsource company) and discuss the change.

Purchase ICD-10 coding book and start applying most commonly used codes.

Research from reliable sources, such as CMS, icd10data.com.

Training of new coding system should be of paramount importance.

Invest intelligently in the conversion process.

Be prepared for any delays in deadline.
ICD-10
New disease coding system

Gear up for success with CureMD
October 1, 2015 is approaching fast.
Practice without Boundaries

CureMD is the leading provider of Cloud based EHR, Practice Management and Medical Billing Services to transform the administrative and clinical operations of healthcare organizations of all sizes. Our award winning solutions simplify decision making, streamline operations and ensure compliance with industry standards and best practices – ultimately saving time and effort to maximize value and returns.