# A Provider's ICD-10 Implementation Toolkit

*ICD-10 provider information, tips, guides, timelines, education and more at your fingertips.*

It may seem like Oct. 1, 2014 is a far way off, so you may be tempted to delay preparing for migration from ICD-9 to ICD-10. However, when you consider the magnitude of work that needs to be completed, advance planning and education are crucial for success. Now is the time to prepare, though it will not be without challenges. Preparing for ICD-10 can be overwhelming. To support you with your ICD-10 preparation, Florida Blue has located valuable industry information, links and resources, giving you access to some of the most helpful tools in one convenient location. This toolkit will evolve as we move closer to the ICD-10 mandate.

## Toolkit Contents:

- Basic Information and Tips
- Implementation Timelines
- Implementation Guides
- Education and Training
- Communications
- Testing
- Influencing Physicians and Practices to Embrace ICD-10
- Latest News
- Related Links

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# Basic Information and Tips

If you're not sure how to prepare, you may want to start by understanding the basics. The Centers for Medicare & Medicaid Services (CMS) website has numerous ICD-10 resources available including the following provider tools:

- ICD-10 Transition: An Introduction
- FAQs: ICD-10 Transition Basics
- ICD-10 Basics for Medical Practices
- Talking to Your Vendors About ICD-10: Tips for the Medical Practice
- View recent CMS emailed News Updates for helpful ICD-10 information and tips

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## Implementation Timelines

Though your practice or organization is unique, the ICD-10 timelines and Implementation Guides from CMS below are intended to guide you through the transition. The CMS website has numerous ICD-10 resources available.

- ICD-10 Implementation Timeline for Large Providers
- ICD-10 Implementation Timeline for Small Providers

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# Implementation Guides

The following CMS ICD-10 implementation guides and related templates are intended to assist you through the many phases of ICD-10 implementation. These resources address a wide variety of implementation topics. The CMS website has numerous ICD-10 resources available.

- *ICD-10 Implementation Guide for Small Hospitals* and planning templates
- *ICD-10 Implementation Guide for Small/Medium Provider Practices* and planning templates
- *ICD-10 Implementation Guide for Large Provider Practices* and planning templates

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# Education and Training

Executing an education and training plan is a necessity for ICD-10 implementation. Role-based training using various educational methods, according to the American Health Information Management Association (AHIMA), will have a major impact to effectiveness. For additional information and guidance on the education and training strategy, tasks and milestones to accomplish in advance of Oct. 1, 2014, visit the links below.

- *ICD-10 PlayBook* from the Healthcare Information and Management Systems (HIMSS)
- ICD-10 Task Force's *AHIMA Training and Recommendation Resources*
- Role-based model for ICD-10 implementation from AHIMA (*Start Implementing ICD-10*)
- *ICD-10-CM/PCS Transition: Planning and Preparation Checklist* from AHIMA

Journal of AHIMA, Eight Steps to ICD-10 Success (planning and providing essential training and education for individuals, whose primary role is either coding or clinical documentation improvement (CDI), are discussed)

- Journal of AHIMA, *Developing an ICD-10-CM/PCS Coder Training Strategy* (ensure coding staff have sufficient foundational knowledge of the biomedical sciences; learn the structure, organization, and unique features of ICD-10-CM/PCS; how to apply maps and crosswalks between ICD-9 and ICD-10)

**Additional Education and Training Resources:**

- ICD-10 *Open Line Friday* Teleconferences from Florida Blue
- ICD-10 National Provider Teleconferences and transcripts from CMS
- ICD-10 Continuing Medical Education Modules from CMS and Medscape
- 3M ICD-10 Education Program
- American Academy of Professional Coders (AAPC) Training, Certification and Education
- AHIMA ICD-10 Training
- Availity[1] Learning Center
- CMS ICD-10 website

**Note:** The CMS ICD-10 Implementation Guides referenced in this provider toolkit also include sections that address training.

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[1] Availity, L.L.C. is a multi-payer joint venture company. For more information or to registers, visit Availity's website at www.availity.com

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# Communications

An ICD-10 communication plan is highly recommended by industry experts, no matter how large or small the organization. The plan will help create and sustain ICD-10 awareness, set expectations, establish timelines and increase collaboration across your organization and beyond. Meetings, emails, status reports, presentations, newsletters and other regular communications are some examples of communications to promote consistent messaging for your practice or organization.

The CMS implementation guides include a section addressing communication and awareness from initial definition to execution and lessons learned.

- *ICD-10 Implementation Guide for Small Hospitals* and planning templates
- *ICD-10 Implementation Guide for Small/Medium Provider Practices* and planning templates
- *ICD-10 Implementation Guide for Large Provider Practices* and planning templates

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# Testing

Florida Blue is assessing solutions that align with the industry as how to best perform ICD-10 testing with its healthcare provider community prior to ICD-10 implementation. Once testing plans are defined, information will be made available through this as well as other Florida Blue provider communication channels.

CMS is funding a one-year effort to develop a process and methodology for End-to-End testing per the requirements of the Administrative Simplification Act. While the goal is for a process to be used across all Administrative Simplification Requirements, <u>ICD-10 will be the test case</u> used during the pilot. For more on this End-to-End Testing initiative, visit the CMS site below.

- CMS End-to-End Testing

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# Influencing Physicians and Practices to Embrace ICD-10

Enlightening the physicians or other leadership in your practice or organization relative to ICD-10 will not be without challenges. Below are a collection of related articles.

## Training Physicians in ICD-10 by Medical Specialty
*3M focus, Jan. 8, 2013*
The success of coding, reimbursement, and quality reporting under ICD-10 all depend on accurate documentation from physicians.

## Physicians Remain Reluctant to Embrace ICD-10
*Becker's ASC Review, Oct. 31, 2012*
Many physicians are reluctant to embrace the switchover to ICD-10, but they must still look for ways to make it work, according to *Healthcare Finance News.*

## The Importance of ICD-10 Prep for Medical Practices
*Physicians Practice, Oct. 22, 2012*
Preparing for ICD-10, the alphanumeric diagnostic code set slated to replace ICD-9 in October 2014, means bracing for a shift in coding behavior and revamping existing work flow patterns. Equally important, medical practices should prepare to make a big financial commitment, and, possibly, a technological overhaul.

## Tackling ICD-10: Why Physicians Play the Largest Role in Adoption
*Becker's Hospital Review, Oct. 1, 2012*
For hospitals and health systems, adopting ICD-10 is a lot like painting a house. Before painting can begin, there must be some type of analysis to know how the costs of painting will impact a family's budget. Next, all of the essential supplies and tools are needed. Then, a family can finally begin the long, steady painting process.

## ICD-10: Next Steps for Physicians' Practices
*Physicians Practice, Sept. 12, 2012*
It's official!! As you know, on August 24, CMS announced that ICD-10 will indeed be delayed one year. The final rule set the implementation date as October 1, 2014. This gives all providers a little more than two years for preparation of the implementation. So what should you be doing right now to prepare? Now is the time to begin your preparation.

## Engaging Physicians in the ICD-10 Transition
*ICD10 Monitor, July 17, 2012*
The migration from ICD-9 to ICD-10, achieving a revenue-neutral position, or better, is important for providers and other involved parties. Understanding that the transition in itself should not impact reimbursement significantly, what are the most effective messages administrators can use to engage and motivate physicians to take an interest in changing documentation behavior in support of the migration to the new code set? This is a question that was asked during a recent ICD-10 discussion.

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# Latest News

Sign up today for or to view regular ICD-10 updates.

- Sign up for CMS ICD-10 Email Updates
- View recent CMS Email Update Messages
- Subscribe to CMS's Latest News Page Watch

AHIMA offers an e-newsletter that addresses ICD-10. It's FREE and each issue contains top emerging news, educational opportunities, practical information on coding with the new ICD-10-CM/PCS, preparatory steps for implementation, and more. To sign up, select the link below:

- ICD-Ten e-newsletter

Healthcare IT News & Healthcare Finance News is another industry resource for the latest ICD-10 news, opinions, resources, podcasts, and more. To access the latest e-newsletter or to sign up this, access the link below:

- http://www.icd10Watch e-newsletter

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# Related Links

- American Academy of Family Physicians (AAFP)
- American Academy of Professional Coders (AAPC)
- American College of Physicians (ACP)
- American Health Information Management Association (AHIMA)
- American Hospital Association (AHA)
- American Medical Billing Association (AMBA)
- American Medical Association (AMA)
- Association of American Medical Colleges (AAMC)
- Availity[®1] Health Information Network
- Centers for Disease Control and Prevention (CDC)
- Centers for Medicare & Medicaid Services (CMS)
- Healthcare Billing and Management Association (HBMA)
- Healthcare Information and Management Systems Society (HIMSS)
- Leading Age
- National Rural Health Association (NRHA)
- Workgroup for Electronic Data Interchange (WEDI)

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