Open Line Friday: ICD-10

Who’s on First:
Latest ICD-10 Readiness Survey’s and Testing Results

January 17, 2014
9:30 a.m. – 10:30 a.m. EST

Dial Toll-Free: (800) 882-3610
Conference Passcode: 6829655#
Open Line Friday: ICD-10

Agenda
January 17, 2014

• ICD-10 Regulatory and Florida Blue Updates
• ICD-10 Readiness Survey’s and Key Findings:
  • WEDI’s October 2013 ICD-10 Industry Progress Survey
  • Florida Blue’s 2013 ICD-10 Provider Pulse Survey #2
• Florida Blue’s Provider Testing Approach and Outcomes to-Date
• Next Steps
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- You can add, update or delete your email address and contact information at any time using Availity's secure website.
  - Log on to Availity®1 at www.availity.com; select Payer Resources, Florida Blue and Update “My Email Information with Florida Blue”; then follow the prompts.

- ICD-10 Open Line Friday email list: Send us your email by contacting us at floridablueopenlinefriday@floridablue.com

1 Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity’s website at www.availity.com.
Open Line Friday: ICD-10 Panelists

Lee Ratliff
Clinical Business Technology Consultant
Baptist Health South Florida

Laurie Darst
Revenue Cycle Regulatory Advisor
Mayo Clinic (MN)

Mary Rita Hyland
CPO and VP Regulatory Affairs
The SSI Group, Inc.

Joseph Gonzalez
VP of Business Development
Secure EDI

Gale Scott
EDI Regulatory Compliance Administrator
Tampa General Hospital

Deborah Stewart, MD
Medical Director
Florida Blue

Matthew Ketterman
Director, Business Solutions
Availity®

Diana Brijbag
CMM, CPC, CCP, CMSCS
Office Manager
The Springs Family Medical Center

George Vancore
Senior Manager,
Delivery Systems Mandates and Compliance
Florida Blue
Objectives

1. **Increase** collaboration, communication and coordination between providers, payers and electronic trading partners.

2. **Expand** your understanding of the current state of ICD-10, recent regulatory decisions and industry perspectives.

3. **Raise** your awareness and understanding of the unique challenges that ICD-10 brings to the entire health care industry including providers, payers and electronic trading partners.

4. **Provide** you with tools, techniques, best practices and helpful hints from your peers that can be used as you begin and continue your ICD-10 journey.

**** Please remember that during the call all attendees must be on “mute” except for any guest speakers and all panelists. If you have a question, please email it to FloridaBlueOpenLineFriday@FloridaBlue.com.
The ICD-10 regulatory compliance date of October 1, 2014 remains in effect.

CMS has re-launched their ICD-10 teleconferences and industry-wide communications across physicians, providers and electronic trading partners (www.cms.gov/ICD10).

Medicare has announced their plans for ICD-10 Testing for the first week of March 2014; please see http://medicare.fcso.com/ICD-10/265670.asp or Medicare Learning Matters MM8645 for more details at www.cms.gov/ICD10.

NUCC recently announced changes to the CMS 1500 professional paper claim form to accommodate ICD-10 (www.nucc.org); the following is the recommended transition timeline:

- **January 6, 2014**: Payers begin receiving and processing paper claims submitted on the revised 1500 Claim Form (version 02/12).

- **January 6 through March 31, 2014**: Dual use period during which payers continue to receive and process paper claims submitted on the old 1500 Claim Form (version 08/05).

- **April 1, 2014**: Payers receive and process paper claims submitted only on the revised 1500 Claim Form (version 02/12).
Regulatory and Health Care Industry Update (continued)

- Industry workgroups (i.e. WEDI) and health care industry trade associations (i.e. AHA: HBMA; PAHCOM; HIMSS; HFMA; etc.) are accelerating their outreach efforts to their constituents on ICD-10.

- CMS previously announced an ICD-9 and ICD-10 code set freeze which has been in effect since October 1, 2013.

- Testing ICD-10 continues to be a significant challenge across the health care industry.

- ICD-10 readiness survey's are accelerating across all health care industry segments; key findings indicate various levels of preparedness with the “small to mid-sized physician practices showing slow adoption and action toward ICD-10 engagement”.
Florida Blue Update

• Our overall ICD-10 initiative is proceeding on plan and we have successfully completed our Compliance Level 1 (internal preparedness) work; as a reminder, Florida Blue is deploying a full remediation strategy to implement ICD-10.

• Our Open Line Friday ICD-10 calls are now being recorded; recordings will be posted out onto our ICD-10 landing page at www.floridablue.com/ICD-10.

• Many thanks to those of you that completed our second ICD-10 Provider Pulse Survey; a summary of results and findings will be shared later during this call.

• We have successfully launched our ICD-10 End-to-End Testing Platform for external use; a review of our ICD-10 testing strategy, approach and results to-date will also be shared later during this call.

• Florida Blue’s ICD-10 Provider Toolkit has recently been updated and is accessible at www.floridablue.com/icd-10; this toolkit is for YOU and we appreciate any feedback you may have to make it more useful as you begin or continue your ICD-10 journey.
WEDI’s October 2013 ICD-10 Industry Progress Survey

“Survey Results Indicate Healthcare Industry is Behind the Curve on ICD-10 Compliance Readiness”

CONCLUSIONS

• Based on the survey results, all industry segments appear to have made some progress since February 2013, but have not gained sufficient ground to remove concern over meeting the October 1, 2014 compliance deadline.
• Unless all segments move quickly forward with their implementation efforts, there will be significant disruption on Oct 1, 2014.
• There will not be enough time to do proper end to end testing in the CMS suggested timeframes (start Oct 1, 2013), as most of the industry is not yet ready for that step.
• WEDI offers our support to CMS to redouble efforts to assist the industry and, in particular, small providers in moving forward.
• WEDI will continue its efforts to move the industry forward and plans to conduct additional surveys.
Florida Blue’s 2013 ICD-10 Provider Pulse Survey #2

“The Florida-based healthcare industry is still behind the curve on ICD-10 compliance readiness”

Background

• Florida Blue conducted its 2nd ICD-10 Provider Pulse Survey during the 4th quarter of 2013; the first survey was completed in the 4th quarter of 2012.
• Survey included 12 questions that are primarily intended to measure status vs. approach to compliance; questions mirrored those in 2012 survey for a direct comparison.
• Participation in this survey consisted of 388 respondents which is a 23% increase over 2012 where we had 244 responses.
• These surveys were distributed to e-mail addresses on file at Florida Blue; key ICD-10 contacts and via various Medical Associations and Societies.
Key Findings

- Majority of survey respondents (70%) represent physician practices (across all specialties); 3% of respondents consisted of hospitals; remaining consisted of ancillary and other.

- 72% of physician practice respondents were small physician practices (1-9).

- 82% of physician practice respondents identified themselves as independent organizations; 7% were affiliated with a health system; remainder N/A.

- Nearly 60% of survey respondents reported having contacted their system vendors, clearinghouses and/or billing services to assess their ICD-10 readiness (a 20% increase over 2012); 17% have not (a 20% improvement from 2012); 25% weren’t sure or felt it was not applicable (same in 2012).

- 52% have an EMR system in place (49% in 2012); 14% are in the process of implementing an EMR (11% in 2012); 32% reported they do not have an EMR (vs 36% in 2012).
Florida Blue’s 2013 ICD-10 Provider Pulse Survey #2 (continued)

Key Themes

- Uneasiness about getting started
- Non-compliance and belief that ICD-10 will not happen*
- Training and education*
- Testing*

* Note: The last three themes are consistent with what we found in our 2012 survey results; however, they are more prominent in our 2013 survey.
Conclusions

• To assist providers in preparing for ICD-10 implementation, Florida Blue must continue and escalate its provider communication, collaboration and education initiatives.
• These initiatives must be designed to help raise ICD-10 awareness, understanding, acceptance and knowledge throughout Florida’s provider community.
• Throughout 2014, Florida Blue will adapt and augment its ICD-10 physician and provider outreach and engagement efforts through medical associations and societies, by increasing deployment and usage of electronic and digital media, through our external ICD-10 physician/provider testing approach and through the use of traditional communication channels.

Detailed survey results will be available soon at www.floridablue.com/icd-10

“Indications remain that significant numbers of industry participants have a considerable amount of work to do in a very short time.”
(Stanley Nachimson, Director of the NCHICA/WEDI timeline initiative)
Florida Blue’s Provider Testing Approach and Outcomes to-Date

Florida Blue has developed an overarching 3-phased strategy and approach for ICD-10 Provider Testing:

**Phase I: Code Validation**

The primary objective of this phase is to help determine providers ICD-10 coding behaviors through the sharing and reconciliation of common clinical scenarios and their associated ICD-10 diagnosis and procedure codes.

**Note:**
1. This phase will utilize a series of clinical scenarios that have been developed by Florida Blue and will include any reasonable number of clinical scenarios that providers generate.
2. Providers will be asked to provide both ICD-9 and ICD-10 codes for their specialty against these clinical scenarios.
3. If you are interested in ICD-10 testing with Florida Blue, please send an e-mail with your contact information to FloridaBlueOpenLineFriday@FloridaBlue.com.

**Value:**
1. Helps introduce the complexity of coding ICD-10 using ICD-9 as a baseline against clinical scenarios that are provider specialty-based.
2. Supports a collaborative learning approach that will help to validate and verify coding behaviors and expectations between Florida Blue and providers.
Florida Blue’s Provider Testing Approach and Outcomes to-Date

(continued)

**Phase II: Internal End-to-End**

The primary objective of this phase is to validate and verify Florida Blue’s internal system readiness to successfully process an ICD-10 coded electronic transaction originating from the provider using a test environment with time-stamped production data.

**Note:**

1. This phase will utilize previously processed ICD-9 transactions that have been modified by the provider to their ICD-10 “equivalent”.
2. These ICD-10 enabled transactions will be sent to Florida Blue using existing electronic transaction pipelines and protocols.
3. The provider will NOT receive any electronic or reporting results in this phase. However, communication channels between Florida Blue and the provider will be maintained.

**Value:**

1. We will be able to establish a comparative baseline by using previously processed and adjudicated ICD-9 transactions that have been ICD-10 enabled by the provider.
2. This phase will help validate and verify Florida Blue’s internal system ICD-10 readiness without disrupting provider environments.
3. Using production data will not require data synchronization between electronic transaction value-chain partners.
Phase III: **Round Trip**

The primary objective is to enable an electronic “round-trip” test between the provider and Florida Blue of previously processed ICD-9 coded electronic transactions that have been ICD-10 coded by the provider.

**Note:**
1. As noted in phase II, this phase will again utilize previously processed ICD-9 transactions that have been modified by the provider to their ICD-10 “equivalent”.
2. These ICD-10 enabled transactions will be sent to Florida Blue where they will processed and returned to the provider using existing electronic transaction pipelines and protocols.
3. The provider will receive all relevant electronic transaction and reporting results.
4. Communication channels between Florida Blue and the provider will be maintained.

**Value:**
1. Florida Blue and the provider will be able validate and verify the full round-trip processing of electronic transactions between the clinical to the administrative environments.
2. This phase will help validate and verify the ICD-10 readiness of valued electronic trading partners, vendors and business associates.
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Helpful Tools

There are several publicly available websites that can help increase general awareness and understanding of the ICD-10 mandate and its impact to the health care industry; some recommendations include:

•  www.cms.gov/ICD10
•  www.wedi.org
•  www.ama-assn.org
•  www.ahima.org/icd10
•  www.cdc.gov/nchs/icd/icd10.htm
•  www.fmaonline.org/HomePage.aspx
•  www.fha.org
•  www.FloridaBlue.com/ICD-10
•  www.Availity.com
Next Steps and Some Contact Information

Join us in our next session, **Friday Feb. 21, 2014** where we will feature a special guest from CMS.

Access Florida Blue’s **ICD-10 Provider Toolkit** and more at [www.floridablue.com/ICD-10](http://www.floridablue.com/ICD-10)

Visit the **Availity®** Learning Center ([www.availity.com/learningcenter](http://www.availity.com/learningcenter)) to access live and recorded ICD-10 webinars including information about **Ready10** - a popular ICD-10 project management tool (see “There’s Ready and There’s Ready10”).

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- **ICD-10 Open Line Friday email list**: send us your email by contacting us at floridablueopenlinefriday@floridablue.com

Test ICD-10 with us. If you are interested in testing with us, visit [www.floridablue.com/icd-10](http://www.floridablue.com/icd-10) and select our “Test ICD-10” icon for more information. Your testing questions may be emailed to ICD-10Testing@floridablue.com.

Send general ICD-10 questions and comments to floridablueopenlinefriday@floridablue.com.

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1 Availity, L.L.C. is a multi-payer joint venture company. For more information or to register, visit Availity’s website at [www.availity.com](http://www.availity.com)