ICD-10
Getting Your Organization Back on Track

The implementation delay of ICD-10 (again) was disruptive at best. Whether you were an early adopter, in the midst of preparations or hadn’t started yet, the delay affected everyone. So how do you get your organization back on track so you are ready for the October 1, 2015 go-live date? Take a look at the timelines and recommendations below.

ICD-10 Timeline and Recommendations:

1 Readiness: This is the first stage in preparing for ICD-10 and includes developing game charters, assessments and overall implementation. Executive sponsors, ICD-10 steering committee, physician champions, project director, planning and transition teams are typically put in place during this stage.

   • Timeline: Should already be underway for October 2015 implementation. If not, you can fast track it in 8 to 22 weeks.
   • Recommendations: Focus resources on key impact areas like HIM, CDI, IT, business and clinical operations. Expect the unexpected; random unplanned expenses, reduction of revenue and reimbursement delays initially. Monitor, control and execute the project plan effectively to minimize reimbursement delays and operational risks. Be sure to keep your transition plans on track with a solid project management plan and clear areas of responsibility.

2 Mapping: In this stage of preparation you need to install the General Equivalency Maps (GEMs) ICD-9 to ICD-10 mapped code sets and begin remediation activities.

   • Timeline: Should already be underway for October 2015 implementation.
   • Recommendations: Recognize that contract, clinical and reimbursement operations are completely dependent upon corresponding diagnosis and procedure code conversions. Assess migration of mapped codes sets to identify and fix any gaps.

3 Training: Providing comprehensive clinical documentation improvement, coder and medical staff training is a critical third step in your ICD-10 implementation plan.

“The Hayes ICD-10 team was excellent. Their expertise in physician documentation improvement, ICD-10 optimization and training was timely, effective and successful. They excelled at communicating with our physicians which enhanced the process tremendously.”

Dalinda Gonzales
Supervisor, Revenue Capture and Support
MD Anderson Cancer Center
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**Timeline:** 10 - 12 months before go-live

**Recommendations:** Stakeholder cooperation, communication and support is critical to achieving project goals and timelines. Establish benchmarks, monitor and adjust training schedules accordingly.

- 09/2014 – 01/2015 Mandatory Early Adopter (Vendors)
- 01/2015 – 09/2015 Physician Champions (Compliance)
- 06/2015 – 08/2015 Specialty Experts
- 08/2015 – 09/2015 Peer to Peer Optimized Training

**Dual Coding:** While dual coding would be included in the training plan goals and timeline, outline the ICD-10 implications separately to ensure coders understand, analyze and manage the new code language and logic effectively.

- **Timeline:** 6 - 12 months before go-live
- **Recommendations:** We recommend establishing and electing superuser accounts for coders that will be auditing and correcting ICD-10 coding deficiencies. This will help you to be prepared for go-live.

**Testing:** In this stage, take an inventory of your organization’s ICD-10 go-live readiness status. Test each redesigned process and workflow to ensure staff can competently meet all compliance timelines.

- **Timeline:** 9 - 12 months before go-live
- **Recommendations:** Discuss and assess vendor and partner testing integration compliance readiness and progress.

**Implementation & Follow-up:** In order to ensure ongoing ICD-10 compliance, institute post implementation planning that includes audit processes and procedures.

- **Timeline:** Immediately post go-live and ongoing
- **Recommendations:** Analyze operational changes; loss of productivity, coding, charge capture, billing and reimbursement processes. Plan ahead and allow reasonable timeframes to resolve issues internally and with vendors, technological upgrades, documentation enhancements and alternative training approaches.
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Additional Readiness Resources
• Centers for Medicare & Medicaid Services (CMS) Website
  www.cms.gov/icd10
• CMS Road to 10: The Small Physician Practice’s Route to ICD-10
  www.roadto10.org
• Healthcare Information & Management Systems Society (HIMSS)
  ICD-10 Playbook www.himss.org/icd10
• American Medical Association (AMA) Educational Resources
  www.ama-assn.org
• American Health Information Management Association (AHIMA)
  www.ahima.org
• American Hospital Association (AHA) www.aha.org
• Workgroup for Electronic Data Interchange (WEDI) Vendor Resource
  Directory and Other Resources www.wedi.org

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ICD-10 implementation, call 617-559-0404 or
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