GETTING YOUR PRACTICE READY FOR ICD-10

Vitera Intergy
• During this presentation, we will help you understand:
  
  – The ICD-10 impact
  – How Vitera Intergy will assist you in your transition
INTRODUCTION

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  – Director of Product Management
  – 12 Years with Vitera Healthcare Solutions

● Diana Dodds (Dede)
  – Application Development Manager
  – 16 years with Vitera Healthcare Solutions
  – Twitter: @Dede_Vitera #Vibe2013 #ICD-10
GETTING YOUR PRACTICE READY FOR ICD-10

Agenda

● ICD-10 Overview

● Setup

● Advanced Diagnosis Search

● IEHR -> Intergy Workflow

● Test
ICD-10 OVERVIEW

Making the transition to ICD-10 is not optional

- On October 1, 2014, medical coding in U.S. health care settings will change from ICD-9-CM to ICD-10

- All HIPAA covered entities are required to convert to ICD-10

- Department of Health and Human Services (HHS) has no plans to extend the compliance date

- ICD-10-CM (diagnosis) will be used by all providers in every healthcare setting

- Single implementation date of October 1, 2014 for all users
  - Ambulatory and physician services provided on or after October 1, 2014 will use ICD-10-CM diagnosis codes
BENEFITS OF ICD-10

ICD-10
- Current and global
- Detailed health reporting
- Accurate reimbursements
- Expanded coding flexibility

ICD-9
- Outdated medical system
- Fails to capture detailed information
- Lack of clinical specificity
- Limits codes to 5 characters

Capabilities:
- Relevance
- Analytics
- Reimbursements
- Structure
Going from 14,000 codes to 69,000 codes

- One-to-One Mapping
  - ICD-9
    - 786.02
    - Shortness of breath
  - ICD-10
    - R06.02
    - Shortness of breath

- One-to-Many Mapping
  - ICD-9
    - V22.1
    - Prenatal care, normal, other pregnancy
  - ICD-10
    - Z34.80, Z34.81, Z34.82, Z34.83, Z34.90, Z34.91, Z34.92, Z34.93
HELP WITH MAPPING CODES

- ICD-10 Translation tools provided by CMS
  
  - General Equivalence Map (GEM)
    - Provides a translation from ICD-9 to ICD-10
    - Most ICD-9 codes map to multiple ICD-10 codes
    - To help users find an equivalent ICD-10 for a known ICD-9
  
  - Reimbursement Map
    - Intended to help payers who might not be ready in Oct 2014
    - Provides a translation from ICD-10 to ICD-9 that should result in an equivalent reimbursement amount
    - Most ICD-10 codes map to a single ICD-9 code
    - The basis for the products to “translate” ICD-10 back to ICD-9
  
  - Full ICD-10 Diagnostic code list
HOW VITERA TACKLES THESE CHALLENGES

Vitera Intergy

● A system level effective date of October, 1 2014 with the flexibility to modify if needed

● Ability to change payer effective date for individual plan/carrier if required

● The ability to import:
  – All ICD-10 codes, or
  – Corresponding ICD-10 codes for your current ICD-9 codes

● Flexible search criteria, including both ICD-9, ICD-10, keywords, short and long diagnosis descriptions

● Multiple layers of validation in clinical and billing workflows
VITERA’S COURSE OF ACTION

We are committed to being an industry leader in regulatory readiness

● Product Readiness
  – Ensure Vitera Intergy PM & EHR will be fully compliant by end of 2013

● Testing
  – HIMSS/WEDI National Pilot Program
  – Testing through Vitera Transactions Services (VTS)
  – Testing with trading partners and payers

● ICD-10 Readiness Center on Vitera Support Center
  – Collateral, tool kits, and FAQ’s
  – Resources
VITERA’S COURSE OF ACTION

- ICD-10 Taskforce
  - Cross functional team
  - Goals and objectives
    - Implementation preparedness
    - Assist Vitera customers during transition and post-implementation
    - Develop ICD-10 workflow documents and computer based training
    - ICD-10 webinars
    - Staff education and training underway
    - Assess alignment with other initiative such as MU and PQRS
PRACTICE’S COURSE OF ACTION

ICD-10 Transition Checklist from CMS

- Planning, Communication, and Assessment (Actions to take immediately)
  - Review ICD-10 resources from CMS, trade associates, payers, and vendors
  - Inform staff/colleagues
  - Create ICD-10 project team
  - Identify how ICD-10 will affect your practice
  - Develop ICD-10 project plan
  - Secure budget
  - Ask your vendors and payers about ICD-10 readiness
  - Review changes in documentation requirements
PRACTICE’S COURSE OF ACTION

ICD-10 Transition Checklist from CMS

● Transition and Testing (March 2013 to Sept 2014)
  – Conduct high-level training on ICD-10 for clinicians and coders (ongoing)
  – Begin detailed ICD-10 coding training (6-9 months)
  – Level 1 testing (April-June 2013)
  – Level 2 testing (Oct 2013 – Jan 2014)
  – Work with vendors to complete transition to production-ready ICD-10 systems

● Complete Transition/Full Compliance (Oct 1, 2014)
  – ICD-9 codes continue to be used for services provided before Oct 1, 2014
  – ICD-10 codes required for services provided on or after Oct 1, 2014
  – Monitor systems and correct errors if needed
CMS ICD-10 RESOURCES

- The CMS ICD-10 website provides the latest ICD-10 information and links to resources for providers to prepare for ICD-10 implementation
  - Sign up for CMS ICD-10 Industry Email Updates

- The CMS Sponsored ICD-10 Teleconferences web page provides information in upcoming and previous CMS ICD-10 National Provider Calls

- Medicare Fee-for-Service Provider Resources web page and

- Provider Resources (for all providers) web page provide links to a variety of related educational resources and information
  - ICD-10 Implementation Guide for Small and Medium Practices
  - ICD-10 Implementation Guide for Large Practices

- ICD-9-CM Coordination and Maintenance Committee Meetings
ADDITIONAL RESOURCES

- HIMSS (Health Information and Management Systems Society)

- WEDI (Workgroup for Electronic Data Interchange)
  - [http://www.wedi.org/topics/icd-10](http://www.wedi.org/topics/icd-10)

- AHIMA (American Health Information Management Association)
  - [http://www.ahima.org/icd10](http://www.ahima.org/icd10)

- MGMA (Medical Group Management Association)
  - [www.mgma.com](http://www.mgma.com)

- AAPC (American Academy of Professional Coders)
  - [www.aapc.com](http://www.aapc.com)

- AMA (American Medical Association)
• Maintain current version for supportability

- v6.x
  - 5010 support
  - Core billing engine

- v7.x
  - Database
  - Fields, reports, screens

- v8.x
  - Full billing support
  - Code setup
  - Transition tools

- v9.x
  - Advanced search
  - Clinical workflows
  - Orders, Charges, Problems, Rules
GETTING YOUR PRACTICE READY FOR ICD-10

Setup

Workflow

Test
SETUP

Setup Overview

● Intergy ICD-10 Utilities
  • ICD-10 Parameters
  • Diagnosis Import
  • Reimbursement Map
  • Payer Effective Date

● Intergy Data Setup
  • Macros
  • Procedure Diagnosis Validation
  • Standing Orders
  • Patient Last Diagnosis
  • Favorite Lists

● IEHR Data Setup
Intergy ICD-10 Utilities: ICD-10 Parameters

• Use ICD-10 Diagnosis Codes (Y/N)
  − 8.10 Enables ICD-10 tools, such as adding/importing ICD-10 codes
  − 9.0 Allows use of ICD-10 codes throughout system for early testing

• ICD-10 Diagnosis Code Effective Date
  − 8.10 Governs rules for validating code use, such as posting charges
  − 9.0 Also allows the practice to start using ICD-10 codes prior to the Industry Date
SETUP

Intergy ICD-10 Utilities: Diagnosis Import

- System ships with ICD-10 list from CMS
- Import ICD-10 codes that correspond to active 9 codes in your system

Searches descriptions and codes; also searches for ICD-10’s based on ICD-9’s
**Intergy ICD-10 Utilities: Reimbursement Map**

- Based on CMS Reimbursement Code Mapping
- Designates the ICD-9 code used when outside entities not ready for ICD-10

Can now sort by most used ICD-9 diagnosis codes!
Intergy ICD-10 Utilities: Payer Effective Date Utility

- Set ICD-10 readiness dates of individual Carriers/Plans when not ready to accept ICD-10 codes
- Overrides Industry Date for individual plans – example Workman's Comp
- If required, will send mapped ICD-9 codes when posting 10 codes

Can now multi-select to edit the date for multiple plans and sort/search by carrier!
*Intergy Data Setup: Macros*

- User can add both ICD-9 and ICD-10 Macros
**Intergy Patient Data: Standing Orders**

- Can setup Standing Orders to include procedures with both ICD-9 and ICD-10 diagnosis codes
Intergy and/or IEHR Data Setup: Favorite Lists

- eEncounter Lists have been renamed Favorite Lists and moved to the user level
- Favorite Diagnosis Lists are maintained under Favorite Diagnosis List window in Intergy Practice Administration and can also be accessed from IEHR
- Favorite Lists can contain both ICD-9 and ICD-10 codes and will be filtered accordingly when displayed
IEHR Data Setup

• Early setup
  – Favorite Lists
  – Health Management Care Conditions

• Just in time setup
  – Convert Patient ICD-9 based Problems to Findings as used
  – Health Management: Default diagnosis for Guidelines
  – Immunizations: Default diagnosis for Immunization Schedules
Advanced Diagnosis Search

ADVANCED DIAGNOSIS SEARCH
Advanced Diagnosis Search

- Same user experience from both Intergy PM & EHR
- Multiple Search Criteria: ICD-10 Code, ICD-9 Code, Short & Long Description
- Displays ICD-9 or ICD-10 Code, based on service or encounter date
- Search for an ICD-10 based on the ICD-9 code using GEM mappings
- Intergy users now have access to Favorite Diagnosis lists and Patient Diagnosis
- If diagnosis doesn’t exist in practice list, can search the entire ICD-10 master list
**ADVANCED DIAGNOSIS SEARCH**

*Favorite Diagnosis*

- The user can choose to show Favorite Diagnosis
- The user can further refine the Favorite Diagnosis to a specific category
- For both the “Patient” and the “Favorites” filters, the lists of diagnosis codes will be filtered by ICD-9 or ICD-10 depending on the effective date
ADVANCED DIAGNOSIS SEARCH

Charge Posting Procedure Filter

- In Charge Posting if the procedure has diagnosis validation; the user can choose to show only the diagnoses allowed for the current procedure.
ADVANCED DIAGNOSIS SEARCH

Setup Mode

• Can now setup ICD-10 codes in Intergy and IEHR Setup windows when the System/Practice ICD-10 effective date is in the future
• From these setup windows, the Diagnosis Search will have the options to show ICD-10 codes regardless of the ICD-10 system effective date as long as the practice parameter “Use ICD-10 Diagnosis Codes” is set to Y
Setup windows that allow user to use Setup Mode

- Ailment
- Procedure Code maintenance
- RIS Setup
- Macro Maintenance Setup
- Rx Setup
- Confidential Problem Maintenance Setup
- Medicaid Clinic Rates Setup
- Referral Maintenance Setup
- Medical Necessity Setup
- Practice Admin - HL7 Queue Manager
- Practice Admin - HL7 Remote Maintenance
- IEHR - Flowsheets
- IEHR - Health Management
- IEHR - Immunizations
GETTING YOUR PRACTICE READY FOR ICD-10

Setup  Workflow  Test
INTERGY WORKFLOW

*Intergy Workflow Overview*

- IEHR Workflow
  - Problems
  - Encounter Note / Assessment
  - Orders Charges

- Intergy Workflow
  - Pending Charges
  - Charge Posting
  - Pre-bill / Billing
Problems

- ICD-9 based Problems are converted to finding based problems as the Problem is used
  - Orders/Charges – Selecting Problem to add to the shopping cart
  - Patient Chart - Right click on ICD-9 problem – “Convert to Finding’
  - Encounter Note – “Copy Problem to Assessment” context menu option.
- A dialog will display the list of MEDCIN findings that are mapped to that ICD-9 code
IEHR WORKFLOW

Encounter Note / Assessment -> Orders / Charges

- In Encounter note, select assessments as you do now and they will flow to Orders/Charges as they did in ICD-9 mode.
IEHR WORKFLOW

Encounter Note / Assessment -> Orders / Charges

• If the Assessment is specific it may have a single mapped ICD-10 code
• If the Assessment is too general, you will be prompted to pick an ICD-10 code
• Quick filters are available to reduce the number of selectable diagnosis codes
IEHR WORKFLOW

Favorite Diagnosis List

- IEHR will display only the relevant diagnoses code based on encounter date.
IEHR WORKFLOW

Macros

- When selecting a Macro in IEHR, the system will use the procedure codes that contain the correct version of diagnoses codes.
**Charge Posting**

- For 8.10 – If past the system/practice ICD-10 effective date; all diagnosis had to be ICD-10, regardless of the plan effective dates

- For 9.0 – If all plans for the patient are still accepting ICD-9 codes, then charge posting will allow ICD-9 codes to be posted (e.g. Workers’ comp workflow)
Pending Charges

- Charges entered in IEHR are sent to Pending Charges in Intergy

![Select Pending Charge for Steven W Carlson]

- Patient: Steven W Carlson
- Pending: $414.00
- Encounter: 273698, 04/29/2013, DF, F32.9, 93015, 313.00
- Encounter: 275041, 06/27/2013, DF, E11, 99202, 101.00

Comments:
- Procedure: 93015 - Stress Test
- Ailment: 01/08/2008 - Madison Regional [New]
- Diagnoses: F32.9 - Major depressive disorder, single episode, unspec...

Created: IEHR · DF

Alert Types:
- Patient: No Epinephrine
- Patient: Portacath
- Patient: Chemotherapy: Currently undergoing chemotherapy treatment
INTERGY WORKFLOW

Charge Posting Example - Two plans ready to accept ICD-10’s, one plan requires ICD-9

• ICD-9 codes are displayed in blue text because payer is not ready to accept ICD-10

• Post ICD-10, use reimbursement map to send ICD-9 to primary

Can edit reimbursement map; but now respects security to edit Alt. Diag Codes!
INTERGY WORKFLOW

Charge Posting Validation

• Red text indicates the ICD-9 code was entered after the ICD-10 effective date
• Primary Plan is ready for ICD-10 but the secondary is not

Example: ICD-9 entered after effective date and plan not ready for ICD-10
INTERGY WORKFLOW

Charge Posting Validation – Patient Default Diagnosis

- Charge Posting will assist user if posting using patient diagnoses that are still ICD-9

Tip: Turn on “Auto Update Patient’s Diagnosis”
Pre-bill / Billing

- Additional validation exists during the Insurance Billing process
- The diagnosis code version is validated
- Error messages are displayed on the pre-bill report

Insurance Pre-Billing Analysis Report
Madison Medical Center P.A.

<table>
<thead>
<tr>
<th>Dates of Service</th>
<th>Diag Xref</th>
<th>Proc Code</th>
<th>Voucher</th>
<th>POS/TOS</th>
<th>Units</th>
<th>Provider</th>
<th>Al/As</th>
<th>Other Plan</th>
<th>Bill Amt</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/09/13 - 01/09/13</td>
<td>1</td>
<td>10060</td>
<td>11/02</td>
<td>1.0000</td>
<td>NA</td>
<td>N/A</td>
<td>N/Y</td>
<td>185.00</td>
<td></td>
</tr>
</tbody>
</table>

Exceptions
The payer for this claim is expecting ICD-10 codes. Update all ICD-9 diagnoses on this claim to use ICD-10 codes.
INTERGY WORKFLOW

**Pre-bill / Billing**

- Also traps if an ICD-10 was entered, but the plan needs an ICD-9; however there is no reimbursement map setup

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<th>Other Plan</th>
<th>Bill Amt</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/09/12-</td>
<td>1</td>
<td>D2110</td>
<td>11/01</td>
<td>1.0000</td>
<td></td>
<td>DF / MHP</td>
<td>N/ Y</td>
<td></td>
<td>45.00</td>
</tr>
<tr>
<td>08/09/12-</td>
<td>1, 2</td>
<td>T1000</td>
<td>11/01</td>
<td>1.0000</td>
<td></td>
<td>DF / MHP</td>
<td>N/ Y</td>
<td></td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Exceptions**

BillProviderAltID:SITE may not be null or blank - claim rejected - Procedure 10060 Date of Service 01/09/12
ERROR: PatientConsent not in effect for this date of service - claim rejected - Procedure 10060 Date of Service 01/09/12
ERROR: PatientConsent not in effect for this date of service - claim rejected - Procedure 10060 Date of Service 01/09/12
The ICD-10 code "A20.0" does not have a corresponding ICD-9 code in the Reimbursement map.
The ICD-10 code "A00.0" does not have a corresponding ICD-9 code in the Reimbursement map.
Pre-Bill Reference #: 1346

**Totals for Claim:** 606.00
GETTING YOUR PRACTICE READY FOR ICD-10

Setup  Workflow  Test
Overview

- **8.10 Test Server**
  - Currently in pilot testing the ICD-10 workflow within Intergy
  - Transaction testing with VTS and the HIMMS / WEDI National Pilot
    - Setup
    - Patient / Insurance Plan
    - EMC Claim Format and Claim Batch
    - Communication Setup
    - Post Charge(s), Pre-Bill, Bill, Transmit

- **9.0 ICD-10 Testing**
  - Test Server Testing
  - Production Testing
    - Readiness - Early Setup Mode & Learn codes by posting ICD-10 codes early
    - Pilot send transaction to VTS for test patients on Production system
9.0 Production Testing

- Set System/Practice ICD-10 effective date prior to the Industry date
- When the practice date is prior to the industry date, all diagnosis entry can be ICD-10
- The system will translate to ICD-9 codes when sending the diagnosis out electronically to Labs, Pharmacies, HL7 Remotes, and Insurance Plans
- Assures your practice is comfortable with ICD-10 prior to the industry date
Getting Your Practice Ready for ICD-10

COMING SOON
COMING SOON

Intergy ICD-10 Dashboard: Coming Soon to a version near you...

Welcome to the ICD-10 Dashboard!

The ICD-10 deadline is looming, and Intergy is here to help your practice make a smooth transition! We believe the key to success is to start early, and begin using ICD-10 codes before it impacts your claims.

The way Vitera Intergy allows you to get started early is that it leverages the CMS-approved ICD-10 Reimbursement Mappings. This allows your users to start entering ICD-10 codes before the October 1, 2014 deadline, and then Intergy will automatically cross-walk those codes to their ICD-9 equivalents when sending them to 3rd parties for processing your Claims, Labs, Rx, and HL7 transactions.

To help you make the transition, we’ve identified 7 steps for you to follow to assist you in preparing for ICD-10. Many of the steps you can start on right now. First, choose your ICD-10 switchover date:

- **MY ICD-10 SWITCHOVER**
  - DD/MM/YYYY

- **TODAY**
  - SEPTEMBER 3, 2013

- **ICD-10 INDUSTRY DEADLINE**
  - OCTOBER 1, 2014

- **YOU:**
  - ICD-9s

- **PAYERS:**
  - ICD-9s

  **ICD-10s (system will down-code to ICD-9s)**

  **ICD-10s**

  **ICD-10s**

Continue
COMING SOON

Intergy ICD-10 Dashboard: Coming Soon to a version near you...

**MIGRATING to ICD-10**

*Tip: you can hover over the links to get more info*

**TODAY**

**SEPTEMBER 3, 2013**

**STEP 1**

**MY ICD-10 SWITCHOVER**

**AUGUST 1, 2014**

**STEP 3**

**REVIEW**

ICD-9 to ICD-10 Mapping

**WHAT DO I NEED TO DO?**

Set up your system to prepare for the transition to ICD-10:

1. **Step 2**
   - CMS ICD-10s
   - MY ICD-9s
   - MY ICD-10s

2. **Step 3**
   - IMPORT
   - ICD-10s based on my ICD-9s

3. **Step 3**
   - REVIEW
   - ICD-9 to ICD-10 Mapping

**DAYs UNTIL**

**AUGUST 1, 2014**

**OCTOBER 1, 2014**

These can be done anytime between now and the industry deadline.
COMING SOON

Intergy ICD-10 Dashboard: Coming Soon to a version near you...

You'll need to do steps 5 & 6 for each practice:
- Madison Medical Center

**STEP 4**
EARLY PREP
Duplicate your existing ICD-9 items with one or more equivalent ICD-10 items

- **DIAGNOSES SEARCH**
  - Favorite Diagnosis List

- **CLINICAL**
  - Rx Favorites
  - flowsheets
  - Confidential Problems
  - Health Management - Care conditions

- **MANAGED CARE**
  - Referrals In
  - Referrals Out

- **CHARGE POSTING**
  - Procedure Code - Validate Diags
  - Macros
  - Medicaid Clinic Rates
  - RIS Study Macros

- **HL7**
  - HL7 Queue Manager
  - HL7 Remote Maintenance

**STEP 5**
LAST MINUTE
Change default diagnoses from ICD-9 to ICD 10

- Health Management - default diags for Guidelines
- Immunizations - default diags for Immunization Schedules

**STEP 6**
AFTER SWITCHOVER
Begin entering ICD-10 codes!
Patient-related items such as Problems, Ailments, and other diagnoses can be changed during patient encounters

- Manage Payer ICD-10 Effective Dates
Getting Your Practice Ready for ICD-10

QUESTIONS?
REFERENCES

- Center for Medicare and Medicaid (CMS)
- American Health Information Management Association (AHIMA)
- American Academy of Professional Coders (AAPC)
- Health Information and Management Systems Society (HIMSS)