



ICD-10 Questions to Ask Your PM Vendor

Plus ICD-10 Readiness Checklist

You can do all the preparing, training and testing required to get ready for ICD-10, but none of that will matter unless your Practice Management (PM) software is completely ready for the transition.

Some PM vendors may say they're ready, but with all the moving parts involved with the new ICD-10 codes, they may fall short in a few areas.

This white paper lists specific questions for you to ask your PM vendor to learn if they really are ready for ICD-10 come October 1, 2015.



Chart Logic

1 Does your PM vendor have a set timeline and deadlines for ICD-10 testing?

When it comes to ICD-10, timing is everything. Lack of vendor readiness may result in longer-than-expected delays in reimbursements. Make sure your PM vendor's ICD-10 readiness is known and clearly communicated with you.

2 What ICD-10 training material(s) does your PM vendor provide to help with your transition?

Even though starting ICD-10 preparation early will instill confidence in your staff and providers, it will not help your practice implement and test ICD-10 coding for all involved parties. Assistance from your PM vendor can greatly reduce the internal burden of training, which will allow more attention towards your patients. These materials include training guides, webinars, videos, etc.

3 Is your PM vendor helping you with testing and sending to carriers and clearinghouses?

Determining what type of testing is occurring with your carriers and your clearinghouse can be difficult and sometimes confusing. A PM vendor should be your ally and confidant in this transition period, helping to ensure there is little to no disruption in your reimbursements.

RED FLAG

Vague assurances rather than clearly defined steps, training materials, and hard dates may suggest a lack of ICD-10 readiness for October 1st. Demand this of your vendor to avoid costly delays.

4 What software updates does your PM vendor require for you to be ready for ICD-10?

Remember the 5010 transition? The ICD-10 transition is just as big and has been predicted to be even more intrusive to your practice. Early preparedness will ensure a successful and smooth transition. Make sure to check with your PM vendor that your current software is the minimum version they recommend for ICD-10.

5 Are there any additional costs associated with software updates or implementation fees?

Since the transition to ICD-10 can directly impact your practice's financials, knowing the costs of any software updates or implementation requirements will help you plan and budget for these costs. You don't want to be surprised at the last minute with extra costs.

6 Will your PM system need additional infrastructure to support any software updates?

Early identification of ICD-10 issues will not only help your practice prepare for the changes, but also alleviate some of the stress of trying to get everyone trained on ICD-10, software changes, and new procedures for a smooth transition.

RED FLAG

Some vendors may be ICD-10 ready, but require software upgrades and additional costs to be ready for ICD-10. Be sure to check and make sure your current software version will be ICD-10 ready and if you need to upgrade.

7 Is your PM vendor able to adhere to the correct HL7 requirements/standards?

The interchanging of data from your PM system to your EMR is crucial for being able to see patients quickly and getting billing out the door in a timely manner. Early identification of any data issues will prevent disruptions of service to your patients and your reimbursements. If they are not the same company, contact your EMR vendor to help validate that your PM vendor is ICD-10 ready. This will help ensure that your transition will be as smooth as possible.

8 Does your PM vendor offer the ability to dual code in both ICD-10 and ICD-9 before and after October 1st?

ICD-10 is only going to immediately affect HIPAA covered entities. This means that not all insurance carriers will be required to switch to ICD-10 on October 1, 2015. Being able to dual code will be essential not only before October 1, 2015 for training purposes, but after the cutover date as well.

9 What ICD-9 to ICD-10 mapping features does your PM vendor provide?

Even though your ICD-10 training may have been successful, knowing that you can check at any time you have selected the right codes is essential. With the number of codes increasing from 13,000 to approximately 68,000, assistance in navigating the code base will be a warm welcome and a way to check your training.

RED FLAG

Not all carriers will be ready on October 1st, so it is important to be able to dual code in both ICD-9 and ICD-10 to meet the requirements of all your carriers before and after the cutover date.

10 Will you be able to run test claims using ICD-10 prior to the October 1, 2015, and migrate to ICD-10 prior to the cutover date?

Being able to test your billing by sending test claims will provide a peace of mind that all will be well at the cutover date. Testing will also help identify any unknown issues and recognize any reimbursement problems. Early identification of issues will help avoid any required loans or lines of credits needed to compensate for interruptions in reimbursements from your carriers.

Undoubtedly, transitioning to ICD-10 is a huge initiative for most practices. However, once the right foundation is in place, practices will see that ICD-10 offers important benefits such as automation, fewer rejected claims, reduced coding errors, and increased productivity. These benefits far outweigh the initial challenges. Your transition to ICD-10 can be smooth and painless with the help of your vendor, who should have the knowledge and services to adapt your processes and systems to ICD-10.

If you have any doubts about your PM vendor being completely ICD-10 ready, now is the time to make a transition to another PM in order to be implemented by October 1st.

For information about ChartLogic PM/EMR and how we are 100% ready for ICD-10, please contact us and we will put you in touch with our ICD-10 Readiness Task Force. We look forward to helping you through this transition.

ChartLogic's ICD-10 Readiness Task Force
sales@chartlogic.com or 888-337-4441

[Request More Information](#)

ICD-10 Readiness Checklist

ICD-10 is almost here, which means your practice should be well on their way into the transition to the ICD-10 code sets. To stay organized and on-track, use the checklist of tasks and items below:

Prepare

- ❑ Develop and complete an ICD-10 project plan for your practice.
 - Identify each task, including deadline and who is responsible.
 - Develop plan for communicating with staff and business partners about ICD-10.
 - Identify how ICD-10 will affect your practice.
- ❑ Review information about ICD-10 published by CMS at www.cms.gov/icd10.
- ❑ Review your overall charges process for timely claims submission; within 24 hours is good, but same day is better.
- ❑ Review your current encounter form or superbill to identify your 50-100 most commonly used ICD-9-CM diagnosis codes and begin identifying the equivalent ICD-10-CM codes.
- ❑ Based on your review of the most commonly used ICD-9 codes and the equivalent ICD-10 codes determine if your current documentation will sufficiently allow you to identify the correct ICD-10 code or if you have to modify your current documentation methods, templates or forms.

Training

- ❑ Analyze your workflow.
 - This is a significant change and you will need to evaluate your current workflow and how it will be impacted by internal delays (documentation, coding, billing, rejections, etc.) and create contingency plans now rather than come up with solutions as they occur. Examples to consider: Provider taking longer to do documentation and coding, documentation not sufficient for the coder to identify the appropriate ICD-10 code.
- ❑ Conduct high-level training on ICD-10 for clinicians and coders to prepare for testing (e.g., clinical documentation, software updates).
 - Identify training with vendors that are ideal for your practice (i.e., specialty- or role-specific coding training).
 - Schedule your staff training.
- ❑ Review the available ICD-10 documentation and watch any configuration and training videos that are provided by you EMR and/or PM vendor.

ICD-10 Readiness Checklist

Budget

- ❑ Estimate and secure budget (potential costs include updates to practice management systems, new coding guides and superbills, staff training).
- ❑ Plan your budget for technology upgrades and resource investments.
- ❑ Plan a schedule and additional budget allocation for training your staff because ICD-10 is more than just diagnosis codes.
- ❑ Learn how ICD-10 will integrate (or not) with payment scheduling and reimbursements to avoid claim denials.

Testing

- ❑ Start testing ICD-10 codes between your EMR and PM systems, and with your practice's coding, billing, and clinical staff.
- ❑ Monitor payer preparedness and coordinate with carriers to identify their testing schedule and address any gaps.
 - Test claims and other transactions using ICD-10 codes with business trading partners such as payers, clearinghouses, and billing services.

Reach out to ChartLogic's ICD-10 Readiness Task Force by emailing us at sales@chartlogic.com or calling us at 888-337-4441 to get the ICD-10 transition process started.