



*Department of Health
and Human Services*

*Maine People Living
Safe, Healthy and Productive Lives*

MaineCare ICD-10 Regional Forum Series

March 2014



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Section 1: ICD-10 Overview

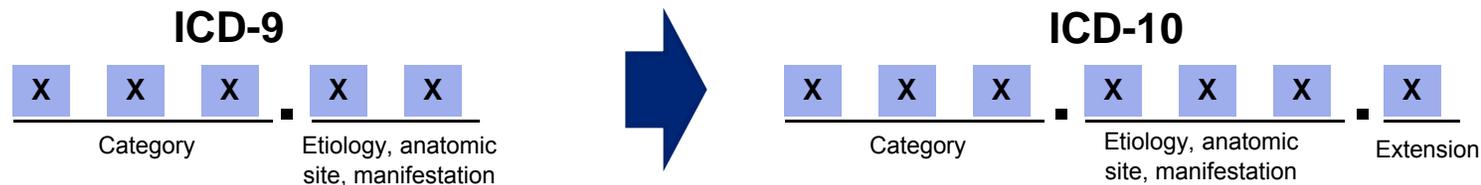


What is ICD-10?

On October 1, 2014, the United States will move from the ICD-9 system to the ICD-10 system. This change will have a significant impact on provider and MaineCare processes.

Key Differences and Changes

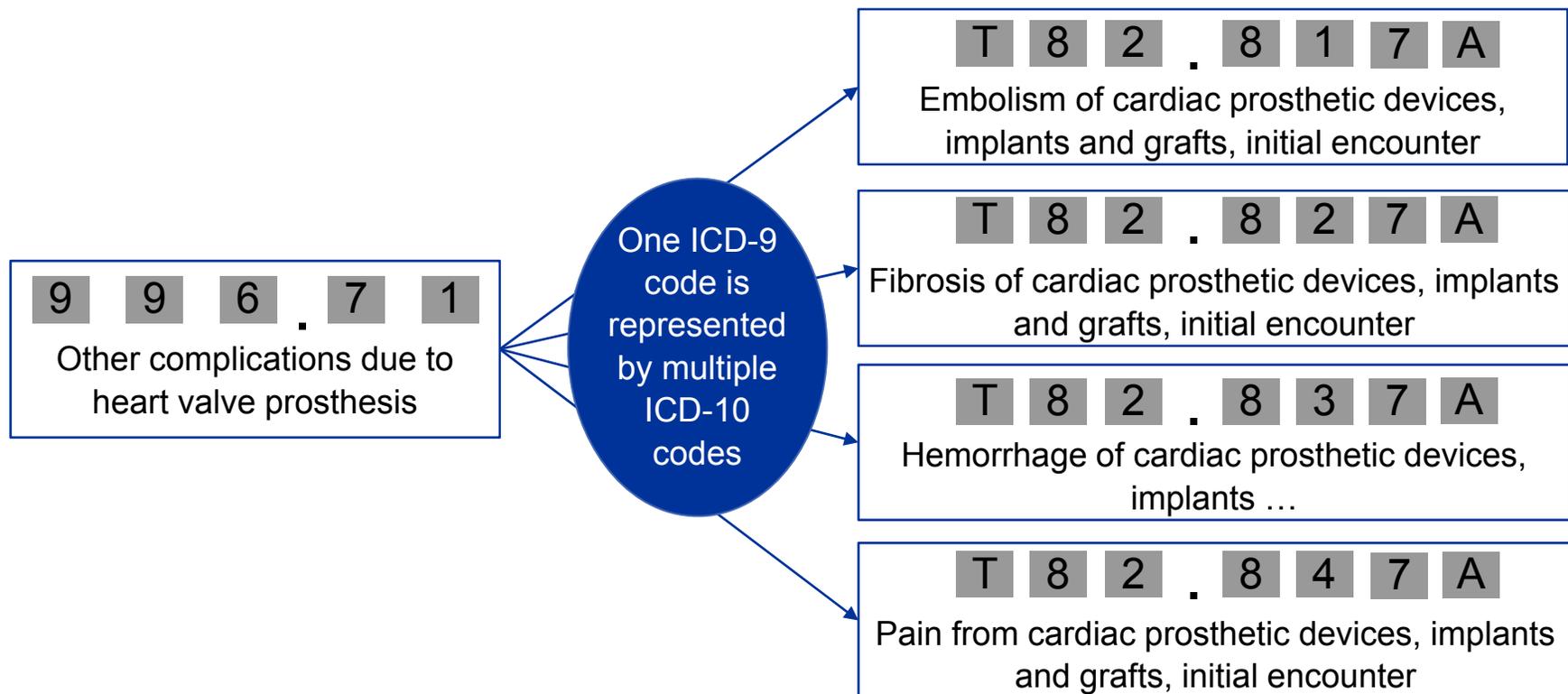
- ICD-10 is a much more complex scheme of classifying diseases reflecting recent advances in disease detection and treatment.
- ICD-10 involves fundamental coding changes, from 3-5 digit numeric codes in ICD-9 to 3-7 digit alphanumeric codes in ICD-10.



- ICD-9 codes are used by many providers and payers in business processes and technology systems. Changes may be required to support ICD-10.
 - Providers need to make changes to their processes and technology in order to continue uninterrupted transactions with payers, including MaineCare.
 - MaineCare is currently making changes to its processes and systems to be ready for ICD-10.

Example of a Coding Change

The example below shows an ICD-9 code and the new, corresponding ICD-10 codes. ICD-10 codes are much more granular than ICD-9; as a result, the code set is greatly expanded, from ~14,000 diagnoses codes in ICD-9 to ~68,000 codes in ICD-10.



Impacts of ICD-10

According to MaineCare's ICD-10 Provider Readiness Survey, many survey respondents indicated that they would benefit from understanding how ICD-10 will impact them. The following information summarizes how ICD-10 may impact most providers.

Replacement of ICD-9 Codes

- The ICD-10 code set is a full replacement of the ICD-9 code set.
- In most cases there is an approximate one-to-one match but not always. One ICD-9 code may correspond to many ICD-10 codes.
- Centers for Medicaid and Medicare Services (CMS) has provided a tool, called General Equivalence Mappings (GEMs), that can assist providers with determining which ICD-10 codes to use.

Billing and Submitting claims

- All discharges and services provided on or after October 1, 2014 must use ICD-10 codes. If ICD-9 codes are submitted for dates of service on or after October 1, 2014, claims will deny.
- Payment amount may be impacted depending on which ICD-10 codes are used for billing.

Operational Changes

- Whereas ICD-9 codes consist of 3-5 digits, ICD-10 codes consist of 3-7 alpha-numeric characters.
- Business processes, systems (e.g., practice management and clinical software, billing systems), and paper and electronic forms may need to be modified to accommodate the new, longer codes.

Section 2: ICD-10 Provider Readiness Survey Results



Provider Survey Results – Overview



The MaineCare ICD-10 Provider Readiness Survey is distributed to all MaineCare providers on a regular basis to help the Office of MaineCare Services (OMS) monitor provider readiness for the federal ICD-10 compliance date of October 1, 2014.

Provider Survey Objectives

- Gauge provider readiness and progress toward the ICD-10 transition
- Target potential providers for trading partner testing
- Identify providers who may have difficulty meeting the compliance date
- Identify trends in provider preparedness for ICD-10
- Determine the most effective methods for communicating with providers about ICD-10

Survey Topics

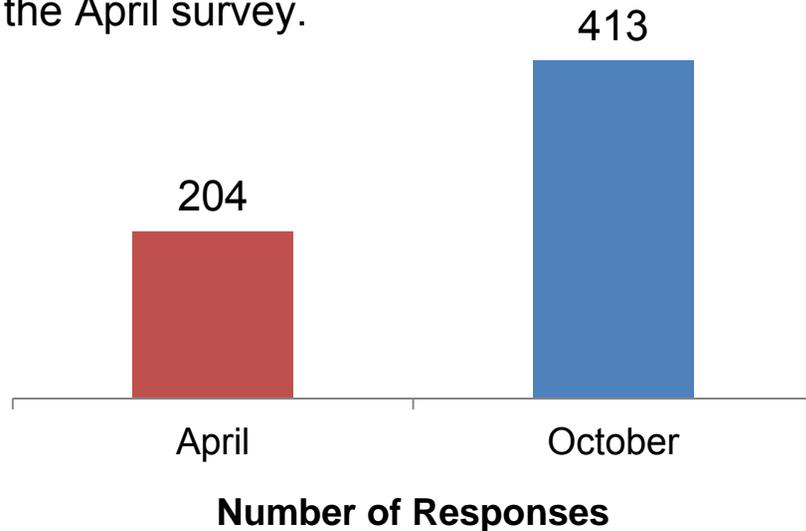
- Provider type
- Plan for addressing ICD-10 transition
- Vendor partner preparation
- Current preparedness phase
- Areas of concern
- Testing readiness
- Risk mitigation plan
- Communication preferences
- Organization contacts
- Assistance or support needs

Provider Survey Results – Summary

Overall results showed that providers have progressed along the ICD-10 readiness continuum since the first survey was conducted in April 2013. However, some providers have not yet begun the process of designing and implementing the changes needed for ICD-10.

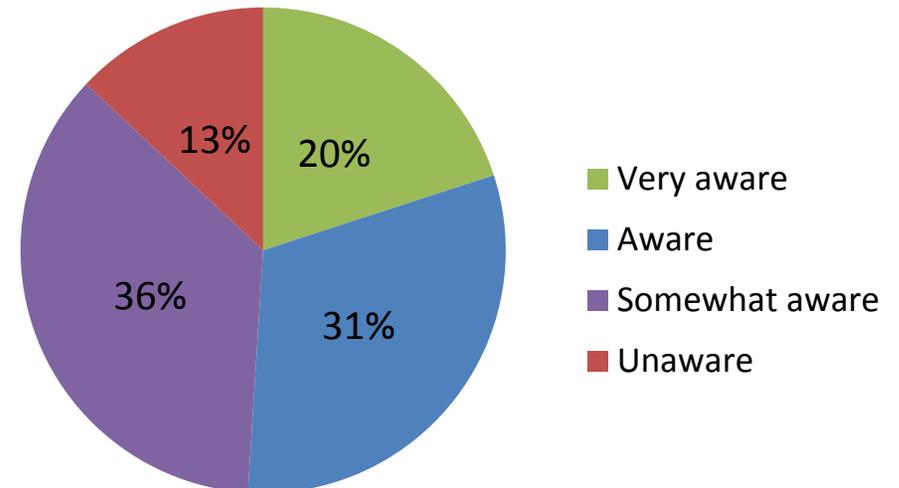
Survey Response

413 responses were received, which is an increase from 204 responses received from the April survey.



Provider Understanding

Most respondents are at least somewhat aware of how ICD-10 will impact them.



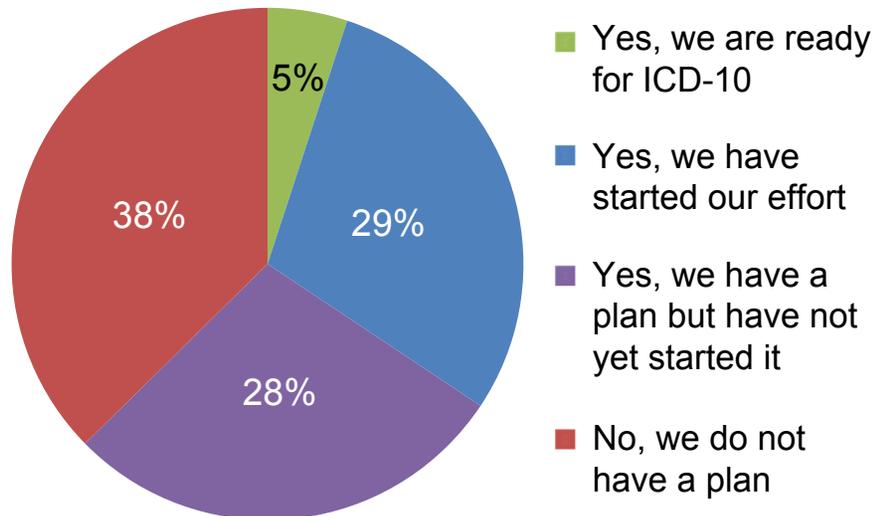
How would you rate your organization's understanding of the impact of the ICD-10 transformation?

Provider Survey Results – Summary (cont'd)

Overall results showed that providers progressed along the ICD-10 readiness continuum since the first survey was conducted in April 2013. However, some providers have not yet begun the process of designing and implementing the changes needed for ICD-10.

Provider Planning

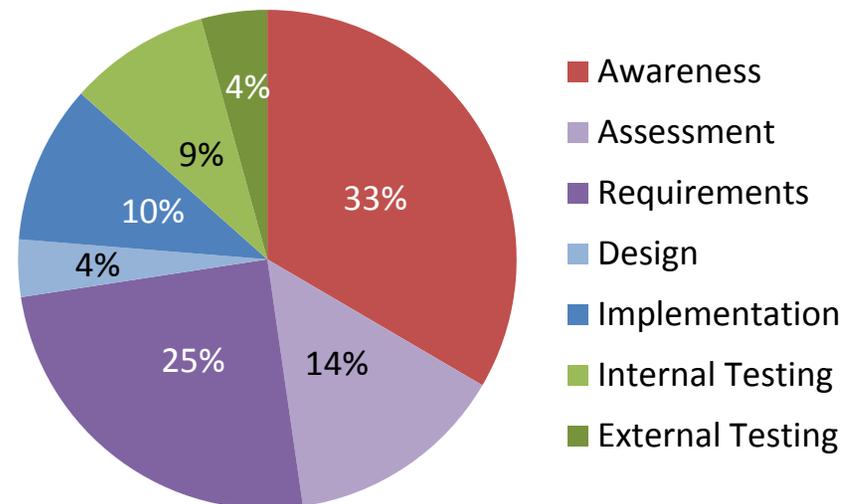
More than half of respondents either have a plan or have started ICD-10 efforts.



Do you have a plan to address the transition to ICD-10?

Provider Readiness

Some respondents are in the beginning phase of gaining awareness of ICD-10; others are actively working to make the required business process and technology changes.

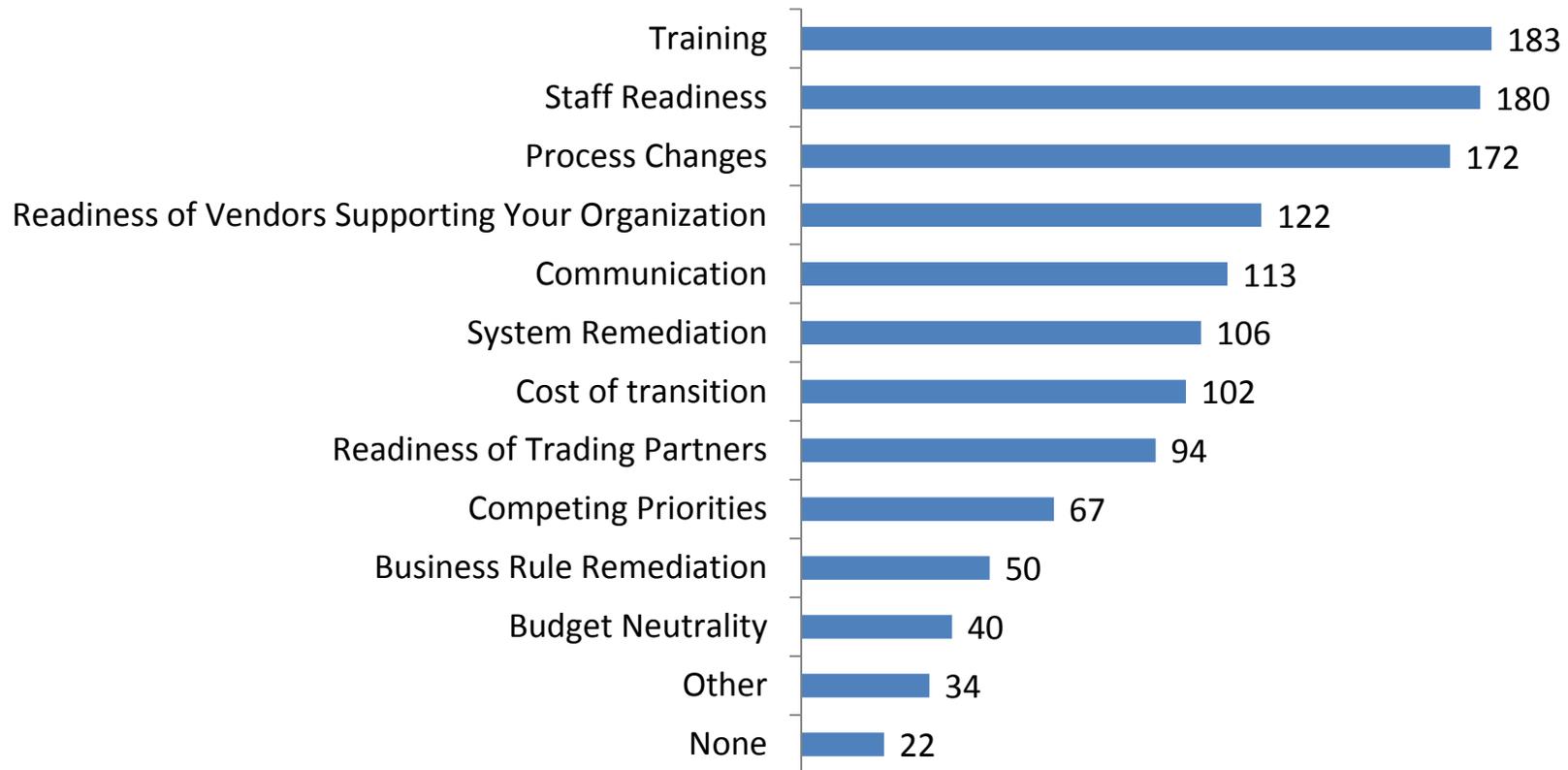


Which phase best describes the current preparedness of your organization for ICD-10?

Provider Survey Results – Summary (cont'd)

Respondents are most concerned about training and readiness of their staff, followed by business process changes. Some providers indicated they are unsure about the support they may need from MaineCare; others cited training and testing as areas of need.

Provider Concerns



Addressing Provider Survey Findings

MaineCare has developed an action plan to coordinate outreach to providers and to respond to provider requests for specific information.



Outreach to Provider Associations. MaineCare reached out to provider groups with low survey response rates to distribute provider-specific information about ICD-10 awareness, readiness, and needs for assistance.



ICD-10 Listserv Series. MaineCare distributed a five part series of listserv messages to providers with information about ICD-10. A summary of the messages was sent to providers via paper RA inserts. They are also available on the [MaineCare ICD-10 webpage](#).



Provider Readiness Survey. The Provider Readiness Survey helps track provider progress in preparing for the ICD-10 transition and determine how MaineCare can help. The most recent survey was launched on February 24th. We have been sending listserv and paper RA insert messages with the survey link. You can also access the survey via the [MaineCare ICD-10 webpage](#).



ICD-10 Awareness Materials. MaineCare has developed a presentation with information about ICD-10 as well as provider type-specific fact sheets. They are available on the [MaineCare ICD-10 webpage](#). Print-outs will also be available after this presentation.

Reminder: The third MaineCare Provider Readiness Survey is currently open. It can be accessed at:

<https://deloittesurvey.deloitte.com/Community/se.ashx?s=3FC11B26009A09A1>

You can also take the MaineCare Provider Readiness Survey today in the back of the room. Please see the MaineCare staff member with the laptop.

Section 3: Pilot Testing



Pilot Testing Overview

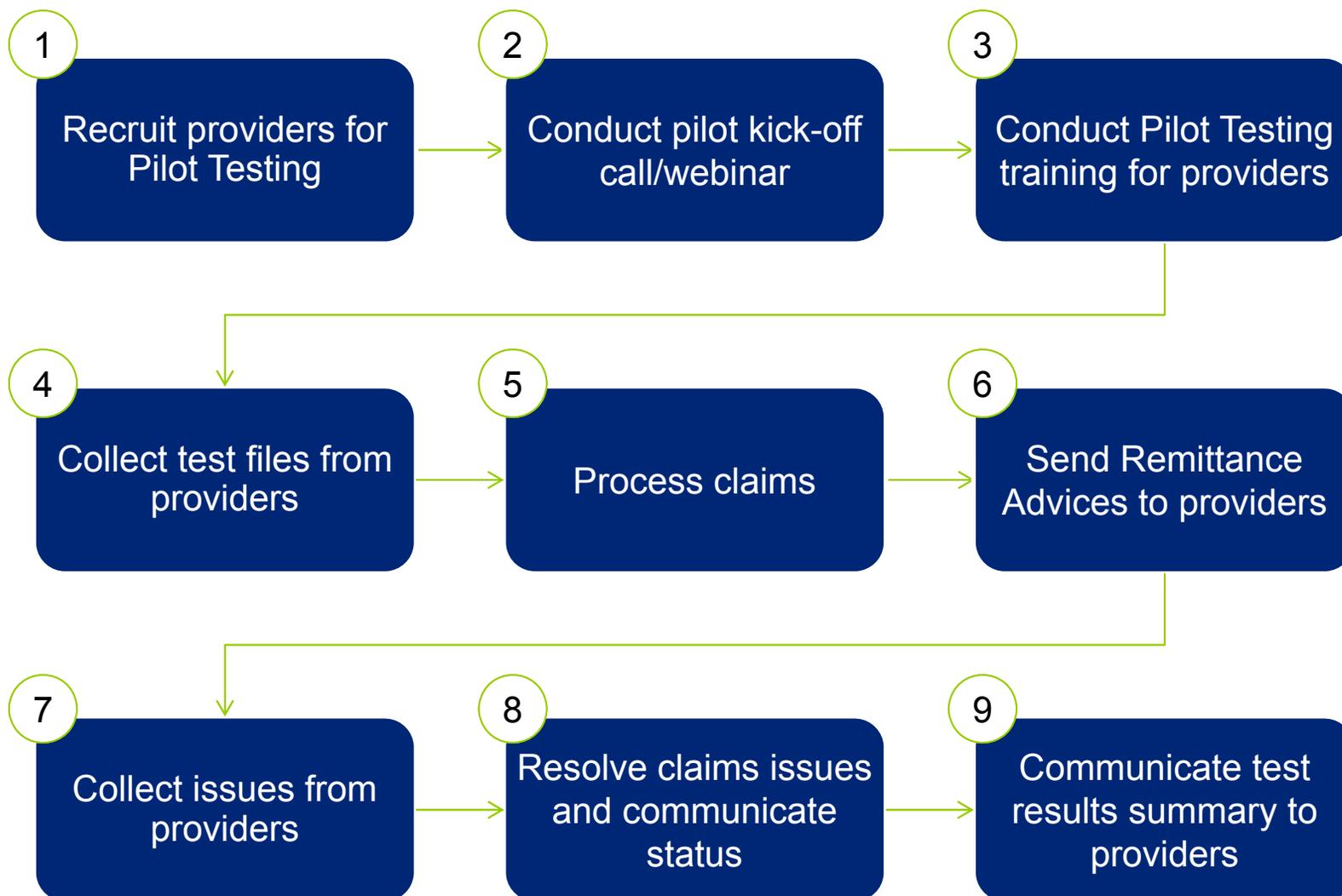
MaineCare Services will be working with providers who process a variety of claim types in order to successfully test our changes and prepare for ICD-10.



- MaineCare identified a list of Pilot Providers and reached out to them to confirm participation. Additionally, MaineCare reached out to providers who indicated via survey response that they want to participate.
- During the spring/summer of 2014, MaineCare Services will conduct ICD-10 Pilot Testing orientation sessions.
- The orientation sessions will consist of conference calls and webinars during which we will discuss the guidelines and timelines for participating in ICD-10 Pilot Testing and how claims will be submitted.
- During Pilot Testing, providers will be able to submit test ICD-10 claims through the online portal via DDE, in EDI batches and in paper claim format.
- Upon successfully processing and adjudicating the test claims, providers will be provided the corresponding 835 or Remittance Advice (RA).

Pilot Testing Activities

MaineCare will be conducting the following activities as a part of the Pilot Testing process.



Section 4: Implementation Activities



Upcoming ICD-10 Implementation Activities

After the MaineCare ICD-10 systems have been remediated with ICD-10 changes, the systems will go through several testing stages and training will be provided to MaineCare staff.

Key Upcoming Activities

System Integrated Testing (SIT)
of Test Cases and Test
Scenarios

User Acceptance Testing (UAT)

Conduct training for MaineCare
staff

Plan Pilot Testing orientation for
the spring and summer of 2014

Deploy ICD-10 changes on
October 1st, 2014

How Providers Can Prepare for the Transition

Providers can prepare for this transition by taking key actions.

Awareness and Assessment

- Obtain ICD-10 code books for code look-up
- Determine which code changes will most affect your practice
- Assess whether any business processes or systems will need to be updated for the ICD-10 code structure
- Assess whether any paper and electronic forms need to be updated
- Assess whether your staff will need training

Requirements and Design

- Identify what changes need to be made to business processes, systems, and paper and electronic forms
- Consider opportunities to make coding more efficient
- Identify who will need what type of training (e.g., coding certification, clinical documentation, etc.)
- Define a timeline to implement changes
- Discuss readiness with vendors, particularly software vendors

Implementation and Testing

- Update business processes, policies, systems, and forms
- Schedule and conduct training for clinicians, office managers, billers, coders, and other key staff
- Confirm vendor readiness
- Test with payers and other business partners

Questions and Answers



More Information

For more information, please refer to the following sources:

Centers for Medicare and Medicaid Services

ICD-10 Provider Resources Webpage	http://cms.gov/Medicare/Coding/ICD10/ProviderResources.html
General Equivalence Mappings	http://www.cms.gov/Medicare/Coding/ICD10/2013-ICD-10-CM-and-GEMs.html

Office of MaineCare Services

ICD-10 Webpage	http://www.maine.gov/dhhs/oms/icd-10/
ICD-10 Email Box	MaineCareICD10@MolinaHealthCare.com



THANK YOU for being part of this important initiative!

Reminder: You can take the MaineCare Provider Readiness Survey today in the back of the room. Please see the MaineCare staff member with the laptop now.