



Department of Health
and Human Services

*Maine People Living
Safe, Healthy and Productive Lives*

ICD-10 Update for PAG/TAG

June 5, 2015



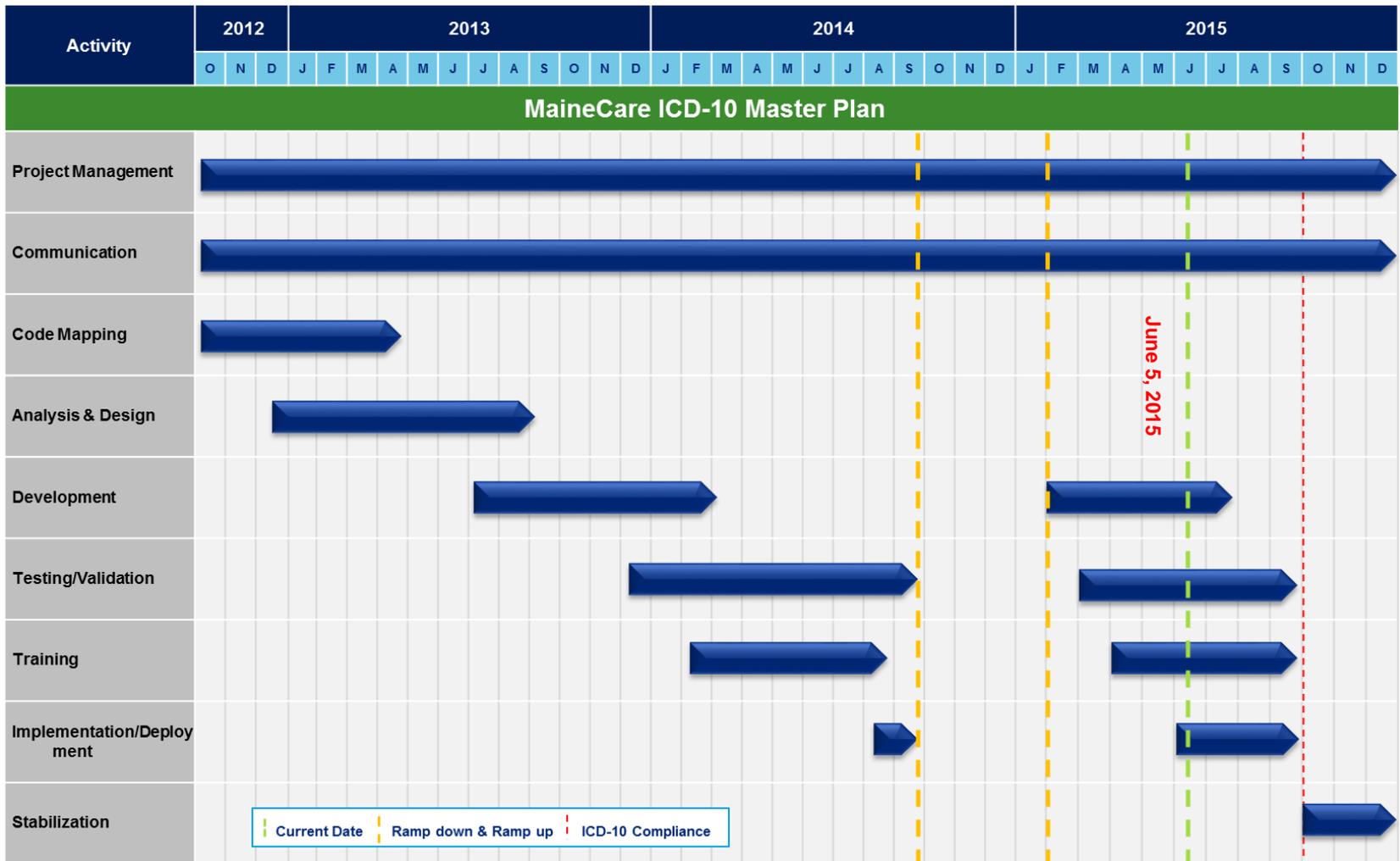


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ICD-10 Project Update



ICD-10 Phase 3 Project Timeline



There are currently 117 days until ICD-10 implementation!

The MaineCare ICD-10 project has progressed to the Implementation Stage.

Key Accomplishments

- Closed the April 2015 Provider Readiness Survey. Analyzed the results and began outreach.
- Developed training materials for MaineCare employees. Training scheduled for July and August of 2015.
- Completed Cycle 1 of Pilot Testing. Cycle 2 has been initiated.
- Completed 85% of System Integration Testing (SIT) and 88% of User Acceptance Testing (UAT) test cases.
- Completed analysis of further updates required for polices and to the system.

Key Upcoming Milestones and Activities

The following critical milestone activities are planned for the final phase of ICD-10 preparation.

10/1/2015 ICD-10 Compliance Date	
Change Request (CR) Development & Testing	<p>Complete by July 17, 2015</p> <ul style="list-style-type: none"> ▪ End System Integration Testing (SIT) by June 10 ▪ End User Acceptance Testing (UAT) by June 24 ▪ Development of 4 DSS Reports by July 17
Provider Outreach/Presentations	<p>Ongoing listserv messages, webinars, and monthly presentations</p> <ul style="list-style-type: none"> ▪ PAG/TAG ▪ Provider Associations ▪ Clearinghouses, Billing Agents, 837 Submitters
Internal End-to-End Testing	<p>June 1, 2015 – September 7, 2015</p> <ul style="list-style-type: none"> ▪ Develop test scenarios ▪ Create test data ▪ Complete comprehensive integrated testing using ICD-10 data ▪ Expedite fix for any defects identified
Provider Pilot Testing	<p>May 11, 2015 – August 28, 2015</p> <ul style="list-style-type: none"> ▪ Completed Pilot Testing environment ▪ Conducted end-to-end claims processing ▪ Working with providers to submit test claims ▪ Analyzing test results
Operational Readiness Review	<p>Targeted for September 2015</p> <ul style="list-style-type: none"> ▪ Complete MaineCare employee training ▪ Complete all system updates in response to testing results ▪ Complete MaineCare's Contingency Plan

Operational updates required:

- Business processes and systems, and paper and electronic forms may need to be modified to accommodate the new longer codes.
- System updates, including replacement of all ICD-9 codes
 - ✓ 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.
 - ✓ CMS has provided General Equivalence Mappings (GEMs) as a code tool that can assist providers in determining which ICD-10 codes to use.
- New paper claim forms
- New Prior Authorization (PA) forms

Changes to claim submissions:

- All services, PAs, and discharges conducted after October 1, 2015 must use ICD-10 codes. If ICD-9 codes are submitted for dates of service on or after October 1st, claims will be denied. [Consult Medicare Learning Network® (MLN) ICD-10 Guidelines for exception. These can be found on the CMS website <http://www.cms.gov/Regulations-and-Guidance/Guidance/Transmittals/2014-Transmittals-Items/SE1408.html>]

] Training for your employees:

- Coding
- Documentation

Provider Outreach



MaineCare is sharing information to providers and responding to questions from providers about ICD-10 through multiple channels.

ICD-10 listserv messages. MaineCare will distribute a monthly listserv about ICD-10 that includes an implementation countdown.

Provider Readiness Survey. The Provider Readiness Survey was open from April 20 to May 5, 2015. OMS received 447 responses to the survey. A summary of the results will be available on the [MaineCare ICD-10 webpage](#).

Group Presentations and Webinars. MaineCare is developing presentations about ICD-10 for various audiences. Please see the [MaineCare ICD-10 webpage](#) for updates.

Individual Outreach. MaineCare will be contacting providers who requested one-on-one communication in the Provider Readiness Survey. Contact us through the [ICD-10 Email Box](#).

Summary of results of the April 2015 Provider Readiness Survey:

Survey Response

OMS received 447 responses to the April 2015 survey and 310 completed the survey in its entirety. MaineCare Services has approximately 8,000 pay-to providers enrolled and close to 6% responded to the survey. It is important to note that the number of respondents for each question varies due to attrition.

Provider Planning

More than half of the respondents to this question (70%) indicated that they either have started or completed the ICD-10 transition, while 30% have not yet initiated planning efforts. The majority of respondents (50%) indicated that they will not be ready for ICD-10 until October 1, 2015.

Pilot Testing

Over half of the respondents who completed this question (144 out of 333) expressed interest in pilot testing. We spoke with those who indicated they were interested in testing and if ready, we registered them for one of the testing cycles.

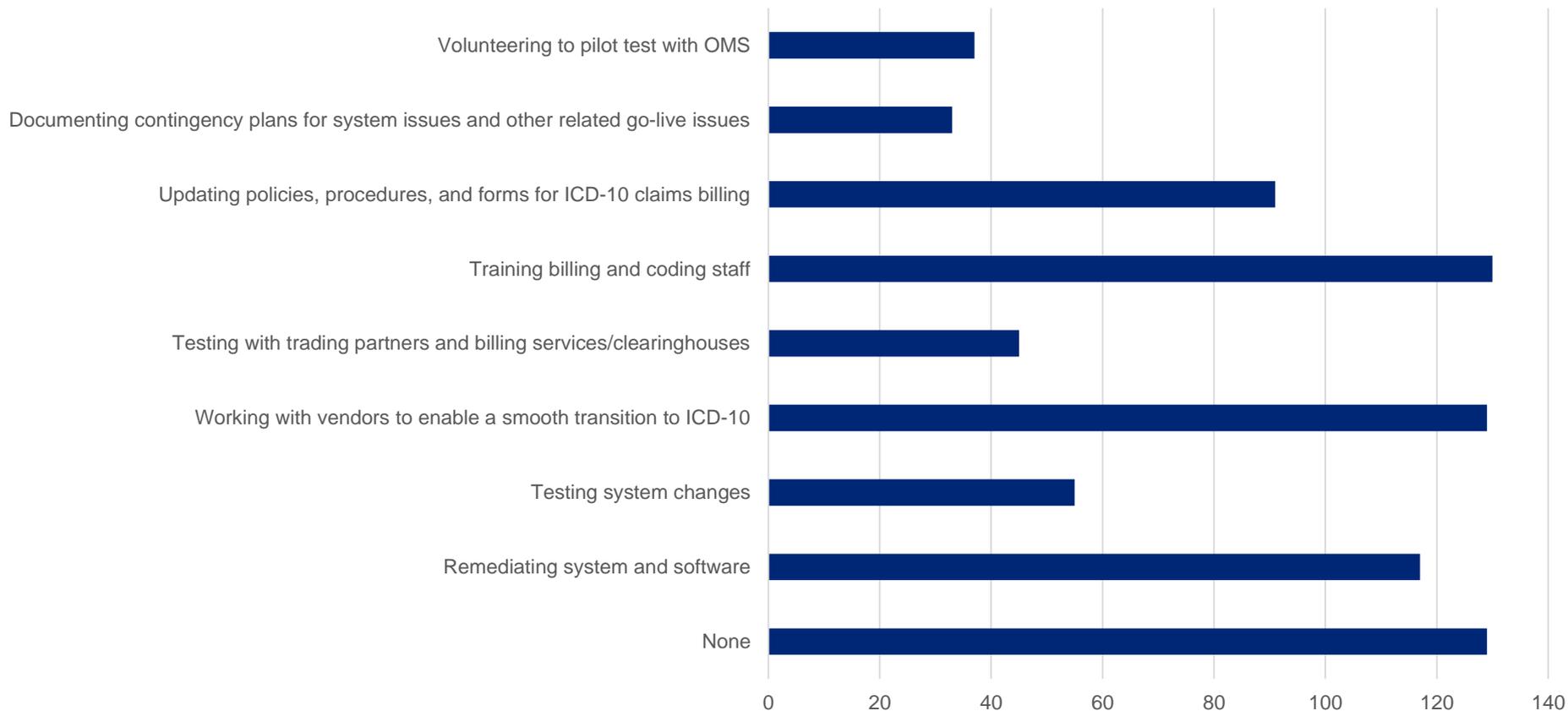
Individual Outreach

120 respondents had questions and requested individual follow up. All those requesting outreach have been contacted.

Contingency Planning

Less than one fourth of respondents have a contingency plan if their organization will not be ready by October 1, 2015.

Survey responses indicated that additional information and assistance would be helpful regarding “policies, procedures and forms related to ICD-10 claims billing” and “reimbursement changes.”



Note: Respondents were able to select more than one response

Pilot Testing



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

- Currently, 114 providers are registered for pilot testing.
- Pilot Cycle 1 is underway and the claims submission window closed on May 15, 2015. Claims adjudication began on May 18, 2015.
- Conducted kick-off meetings for Cycle 1 and Cycle 2 Pilot Testers.
- Developed user guide, questions and answers document, and orientation documents for pilot testers.
- Registered 42 providers for Cycle 2 and 35 providers for Cycle 3
- Cycle 4 is an open cycle and is an opportunity for providers to test claim submission

Pilot Iterations

Iteration	Begin	End
1	5/11/2015	6/11/2015
2	5/26/2015	6/19/2015
3	6/22/2015	7/17/2015
4	7/13/2015	8/28/2015

Cycle 1 Summary

- 563 claims were accepted
- Out of the 37 providers signed up for Cycle 1, 21 have submitted claims
- 95% of rejected claims were due to date submission errors and not due to system errors

For more information, please refer to the following resources:

- MaineCare's ICD-10 website:
<http://www.maine.gov/dhhs/oms/icd-10/>
 - ✓ MaineCare's Frequently Asked Questions webpage:
<http://www.maine.gov/dhhs/oms/icd-10/faq.shtml>

- CMS Resources:
 - ✓ ICD-10 Provider Resource webpage:
<http://cms.gov/Medicare/Coding/ICD10/ProviderResources.html>
 - ✓ CMS General Equivalence Mappings (GEMs):
<http://www.cms.gov/Medicare/Coding/ICD10/2013-ICD-10-CM-and-GEMs.html>

- Contact us:
 - ✓ ICD-10 Phone Line: 1-866-690-5585 ICD-10
 - ✓ Email Box: [ICD-10 Email Box](#)

Questions and Answers



THANK YOU for being part of this important initiative!