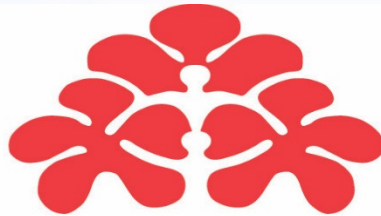


# Welcome to AlohaCare's ICD-10 Information Session



AlohaCare

For a healthy Hawaii.

[www.AlohaCare.org](http://www.AlohaCare.org)

# Overview

- AlohaCare Introduction
- ICD-10 Primer
- AlohaCare & ICD-10
- ICD-10 Coding Workflow Considerations for Outpatient Orders
- Questions/Comments

**This is an information session and we will not be training on ICD-10 coding or documentation**

# AlohaCare Introduction

# Introduction > Who is AlohaCare

**Organizational  
background**



**Mission**



**Philosophy  
of care**



**Our health  
plans:**

- AlohaCare  
QUEST  
Integration
- AlohaCare  
Advantage  
Plus  
(Special Needs Plan)

# Provider Relations Department

**Primary interface  
between AlohaCare  
and providers**

**Offer training and  
educational  
opportunities**

**Focus is recruiting,  
retaining, and  
maintaining a provider  
network to meet  
member needs**

# ICD-10 PRIMER

# ICD-10 Primer

1

## What is ICD-10?

- Overview & Structure
- Specificity & Laterality
- General Equivalence Maps (GEMs)

2

## How does ICD-10 impact you?

- Productivity Impact
- Workers Compensation Impact
- Financial Impact

3

## What can you do to prepare?

- People, Process, Technology, and Vendors

# ICD-10 Overview

- ICD-9 codes will be replaced by ICD-10 codes on **October 1, 2015**.
- ICD-10 will affect diagnosis and procedure coding for **everyone** covered by the Health Insurance Portability & Accountability Act (HIPAA)
- ICD-10 provides greater detail and ability to capture additional information
- The United States is one of the few industrialized countries that have not adopted ICD-10\*

**ICD-10 Clinical  
Modifications (CM)**

**ICD-10 Procedure Code  
Set (PCS)**

\* Source: American Association of Professional Coders: <http://www.aapc.com/ICD-10/icd-10.aspx>

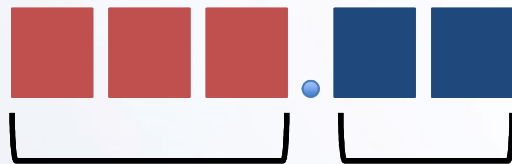


# ICD-10-CM Code Structure

ICD-10 Clinical Modifications (CM) replaces ICD-9 diagnosis codes

## ICD-9 Diagnosis Codes

- 3 to 5 digits
- 14,000 codes



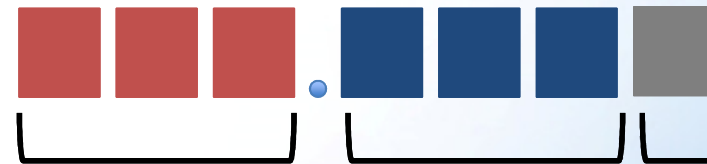
**Category** Etiology, anatomic site, manifestation

**733 Other disorders of bone and cartilage**

**733.95 Stress fracture of other bone**

## ICD-10 Diagnosis Codes

- 3 to 7 characters
- 69,000 codes



**Category** Etiology, anatomic site, severity Extension

**M84 Disorder of continuity of bone**

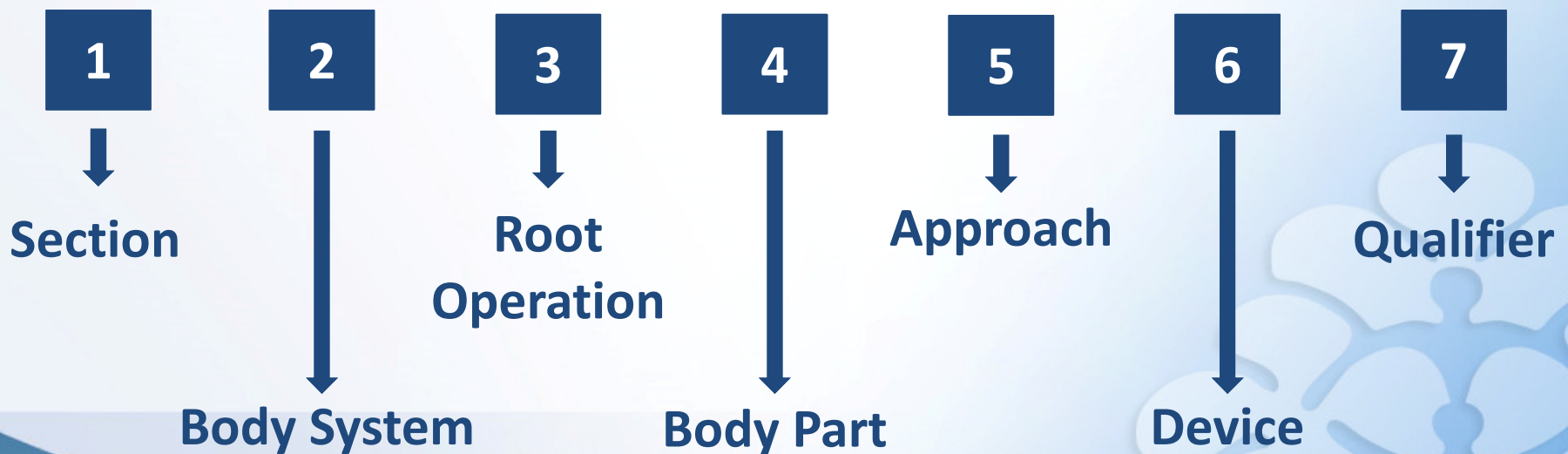
**M84.311 Stress fracture, right shoulder**

**M84.311A Stress fracture, right shoulder; initial encounter**

# ICD-10-PCS Code Structure

ICD-10 Procedure Coding System (PCS) replaces ICD-9 procedure codes

- 7 Characters
- Alphanumeric, no decimal point
- Increase from 4,000 to 71,000 codes



# Specificity & Laterality

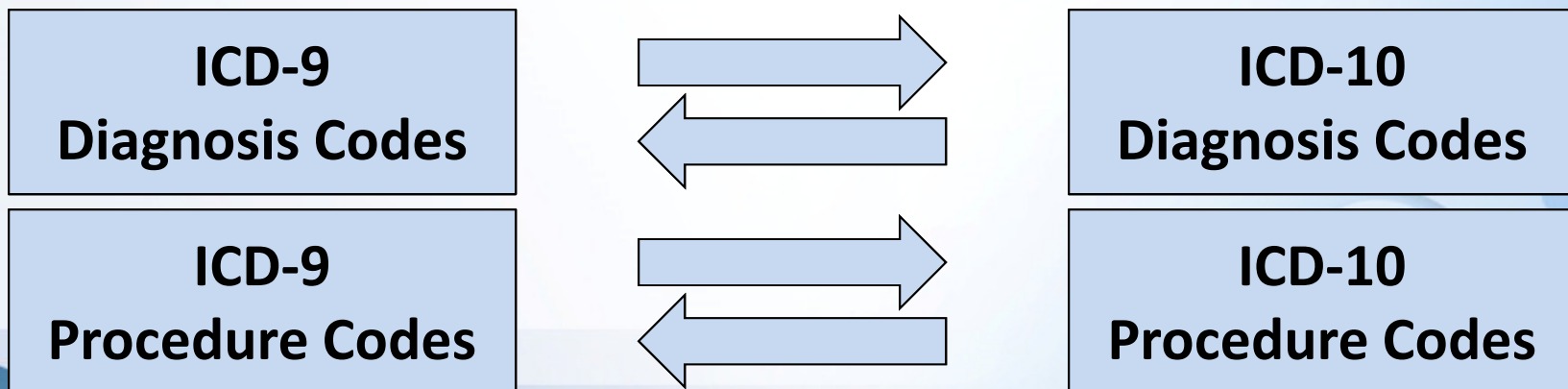
ICD-10 codes provide increased specificity and laterality

	ICD-9	ICD-10
Specificity	<b>649.53</b> Spotting complicating pregnancy, antepartum	<b>O26.851</b> Spotting complicating pregnancy, first trimester <b>O26.852</b> Spotting complicating pregnancy, second trimester <b>O26.853</b> Spotting complicating pregnancy, third trimester <b>O26.859</b> Spotting complicating pregnancy, unspecified trimester
Laterality	<b>370.03</b> Central corneal ulcer	<b>H16.011</b> Central corneal ulcer, right eye <b>H16.012</b> Central corneal ulcer, left eye <b>H16.013</b> Central corneal ulcer, bilateral <b>H16.019</b> Central corneal ulcer, unspecified

# General Equivalence Mappings (GEMs)

- The mappings attempt to include valid relationships between codes in ICD-9 and ICD-10
- Organizations are using this as a training tool to familiarize staff with the differences between ICD 9 and ICD-10
- The GEMs file can be found on the Centers for Medicare and Medicaid Services (CMS) ICD-10 page:

<http://www.cms.gov/Medicare/Coding/ICD10/index.html>



# Impact: Staff Productivity

1. Up to 40 % increase in keystrokes
2. Increased code lookups while learning the ICD-10 code set
- 3. Increased documentation to support the use of a more specified code**

**Training your coders now is good way to prevent productivity loss in October**

# Impact: Worker's Compensation

1. Worker's Compensation and auto insurance are HIPAA exempt and may not be **required** to implement ICD-10
2. Claims submitted to WC or auto payer **may** require ICD-9
3. Claims submitted to medical insurance **require** ICD-10

**Check with Workers Compensation payers for guidance**

# Impact: Financial

1. Cost of modifying business processes to support ICD-10
2. Information Technology expenses for remediation, testing, and training
3. Additional FTEs to assist due to productivity impacts
4. Training costs for medical billers and coders
5. Potential payment delays from federal, state or commercial payers

**Consider developing savings or reserves to mitigate cash flow risks**

# Next Steps

## People

- Identify staff that use ICD-9 codes regularly
- Develop a staff training plan
- Begin practicing “dual coding” prior to the implementation date

## Business Process

- Identify the ICD-10 impact to your practice
- Update coding & clinical documentation
- Perform a documentation review to identify improvement areas
- Leverage ICD-9 to ICD-10 translation software, but code in ICD-10



# Next Steps

## Technology

- Obtain an ICD-10 translation tool
- Update systems and reports
- Test that your systems are ICD-10 ready

## Vendors

- Monitor software/system vendor readiness
- Monitor clearinghouse readiness
- Monitor service vendor readiness
- Monitor payer readiness
- Ask about testing plans

# Resources

## Resources for Providers

- Refer to your handout for ICD-10 Resources.
- Handout will be posted on [www.AlohaCare.org](http://www.AlohaCare.org)

# **ALOHACARE & ICD-10**

# AlohaCare & ICD-10

## Topics

- AlohaCare ICD-10 Testing Guidelines
- AlohaCare ICD-10 Timeline
- Common Hard Copy Claim Submission Issues
- AlohaCare ICD-10 Frequently Asked Questions

**The ICD-10 guidelines, timeline, and responses to FAQs apply to all providers (including Behavioral Health, Long Term Services and Supports (LTSS), and Neighbor Island providers)**

# ICD-10 Testing Guidelines

## Electronic Claims Submission

- AlohaCare requires that providers submit ICD-10 test claims through their clearinghouse.
- AlohaCare will not accept 837 submissions directly from providers
- Contact your clearinghouse to begin ICD-10 testing with AlohaCare

# ICD-10 Testing Guidelines

## Hard Copy Claims Submission

- Providers who submit hard copy claims can contact Provider Services at 973-1650 or toll-free at 1-800-434-1002 for information on testing.
- We have already selected providers that will test hard copy claims. If you would like to be considered for hard copy claims testing, please call us.
- AlohaCare will present common ICD-10 hard copy issues today and will post additional hard copy issues related to ICD-10 to [www.AlohaCare.org](http://www.AlohaCare.org) as they are identified.

# ICD-10 Testing Guidelines

**Claim Selection** : When selecting test claims, AlohaCare recommends the following options:

- Option 1: Prepare one file of test claims using a prior period's paid claims. Select a batch of existing ICD-9 paid claims from a prior period, convert the ICD-9 codes to ICD-10, then submit the ICD-10 test file to the clearinghouse.
- Option 2: Prepare two sets of test claims as indicated below. Develop one test batch using ICD-9 codes and convert the same batch of claims to ICD-10 codes. Submit both test files to the clearinghouse.
- Option 3: Prepare one file of test claims with ICD-10 codes only. Develop one test batch using only ICD-10 codes. Submit the test file to the clearinghouse.

## **Dates of Service**

- Test claim service dates should be greater than 12/31/2014, but should not exceed the file submission date.

## **Volume**

- Limited to 500 electronic claims per facility/group.

# Instructions for Test Claims

## Electronic Test Claims Instructions

- Contact your clearinghouse to begin ICD-10 testing with AlohaCare.
- Submit your claims between May 18 – June 15.

## Hard Copy Test Claim Instructions

- Type or write **ICD-10 Test Claim** on the top of the claim form.
- Do NOT mail your test claims to AlohaCare.
- Contract Provider Services at 973-1650 or toll-free at 1-800-434-1002 to discuss your delivery method.



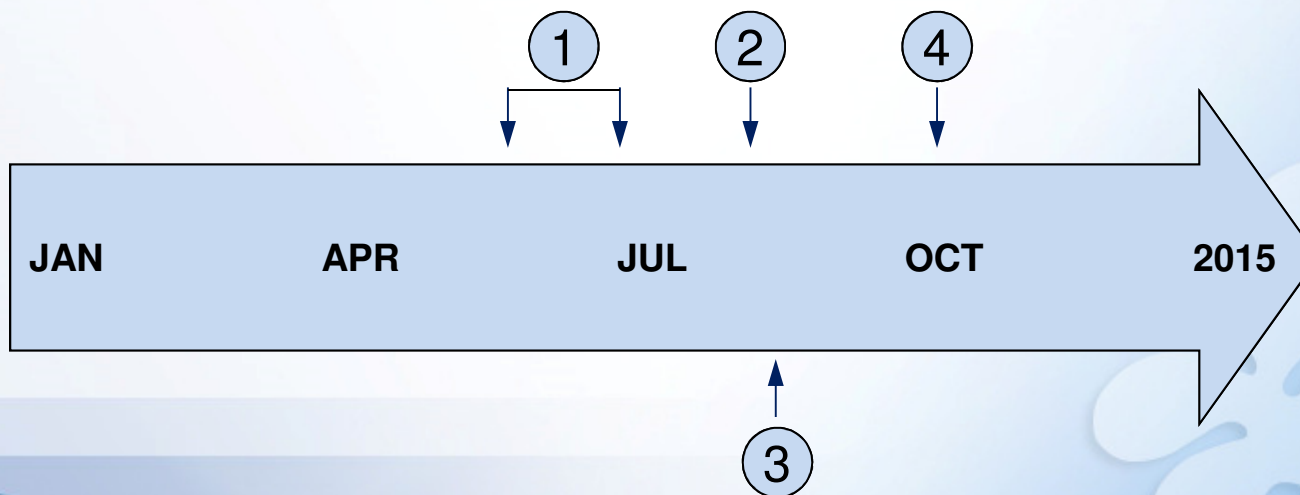
# Testing Outcomes

## ICD-10 Testing Outcomes

- AlohaCare plans to release an ICD-10 test summary at the end of July 2015.
- The ICD-10 test summary will include an overview of our test strategy, details on our testing partners, and lessons learned or common issues identified.
- Providers will not receive individual testing feedback unless there are significant issues with their claim submissions.

# ICD-10 Timeline

- ① **May 18th – June 15th**  
AlohaCare will accept ICD-10 test claims from clearinghouse
- ② **End of July**  
AlohaCare expects to release the initial results of ICD-10 testing
- ③ **August 1st**  
AlohaCare will begin accepting ICD-10 based authorizations
- ④ **October 1st**  
AlohaCare will begin accepting ICD-10 based claims



# Hard Copy Issues

## Common Hard Copy Claims Submission Issues

- Refer to your handout for common hard copy claims submission issues.
- Handout will be posted on [www.AlohaCare.org](http://www.AlohaCare.org) and updated as new issues are identified.

# Frequently Asked Questions (FAQs)

## ICD-10 Frequently Asked Questions

- Refer to your handout for ICD-10 FAQs.
- Handout will be posted on [www.AlohaCare.org](http://www.AlohaCare.org)

# Contact Us

## AlohaCare Provider Services

973-1650

Toll-free: 1-800-434-1002

[www.AlohaCare.org](http://www.AlohaCare.org)