June 2013

RAMP UP to ICD-10: Assessment

RAMP UP to ICD-10:

Research
Assessment
Mapping
Process Improvement and Training
Update System(s) with Vendors
Perform Testing

Identify Changes Required for ICD-10

To help organizations prepare for ICD-10 implementation, we are presenting a series of articles built around the "RAMP UP" framework. This framework is intended to assist providers in navigating the myriad activities that need to be done in the coming months. *RAMP UP* begins with Research to gain a thorough understanding of the endeavor. Once the Research is complete, the second step in the process to *RAMP UP* to ICD-10 is **Assessment**.

Approach to the Assessment
Defining the scope of the undertaking in migrating from ICD-9 to ICD-10, as well as the associated effort required, necessitates a detailed assessment of the current enviornment. It is equally important to identify those things that do not need to change as it is those that do. The assessment should include all aspects of a provider organization, both business and technical.

Business Assessment
The business assessment should include a review of documentation and files to determine the prevelance of the use of ICD-9 codes (which would therefore require remediation.) Examples of the documentation and files that should be evaluated include the following:

- Business process documentation and procedural manuals, including prior approval guidelines, billing manuals, forms, and workflow documentation
- Training documentation for clinical and administrative provider staff
- Brochures, publications, and other communication provided to patients

Technical Assessment
In addition, a thorough technical assessment should be performed. Depending on the provider's technical environment, the assessment should include one or more of the following:

- Software (in-house and off-the-shelf)
- Database structure and data
- Vendor and trading partner interfaces

Cooperation with vendors and trading partners is important to develop a complete understanding of the technical impact of the migration to ICD-10, and timing and coordination will be required.

Keeping Testing in Mind
As the assessment is being conducted, it is valuable to keep in mind the subsequent steps in the *RAMP UP* to ICD-10, particularly Perform Testing. When an area is identified as being in-scope during the assessment, the question should be asked, "How will I measure the successful completion of the migration to ICD-10 as it pertains to this area?" A detailed answer is not required at this stage, but it is important to have a basic understanding of the criteria by which success will be measured, especially when it comes to later defining the test plan and test cases.

Assessment Outcomes
The results of the assessment should be quantified and documented in a manner that will facilitate an estimation of effort and cost for subsequent phases of the project.

Contact Us:

Visit http://ncmmis.ncdhhs.gov/icd10.asp **for more information about the NCTracks transtion to ICD-10 or to contact the ICD-10 Project Team**

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Resources for Additional Information

There are a variety of resources available to assist with an ICD-10 **Assessment**. Larger organizations may wish to purchase an assessment tool or seek the assistance of a consulting firm, but there are many free resources available on the internet:

- In the Assessment Phase section of the *ICD-10 Implementation Guide for Small and Medium Practices*, CMS identifies "common ICD-10 impacts across physician practice business processes and systems functions."
- The NC Division of Public Health has a *Business Impact Assessment* tool on their ICD-10 Project Deliverables web page. Though designed for state government, it is generally applicable to provider organizations.

Quote

According to the American Academy of Professional Coders, "Only 65% of today's documentation is ready for the transition [to ICD-10]." Don't neglect the documentation.

Why is this activity critical for ICD-10?

An effective assessment, encompassing both business and technical components, is essential to ensure that the complete scope of the effort is understood, so the changes undertaken are sufficient to provide ICD-10 compliance. In addition, the steps of the *RAMP UP* to ICD-10 process build on one another. Without an appropriate assessment, it will not be possible to ensure the mapping of ICD-9 to ICD-10 codes has incorporated all it should.

Steps to complete this activity:

Consult the CMS ICD-10 Implementation Guides at http://www.cms.gov/Medicare/Coding/ICD10/ProviderResources.html. There are versions for small and medium practices, large practices, and small hospitals, which address the unique needs of each provider type. The Assessment section of the guides includes:

- Business Processes Affected by ICD-10
- How ICD-10 will impact the clinical documentation supplied to payers
- Potential effects of ICD-10 on reimbursement
- Criteria for evaluating vendors and vendor tools.

In addition, we recommend that you also:

- Consider whether you may have undocumented procedures that involve the use of ICD-9 information
- Document the results of the assessment for use in later steps.

Next step in *RAMP UP* to ICD-10: Mapping

Regular ICD-10 Communications will resume in August 2013, following the NCTracks implementation. In the meantime,

Are You Ready for July 1?

There are several steps providers must take in advance of NCTracks going live July 1, or risk not having claims processed and paid in the new system. The checklist below can help you determine whether you are "on track" for NCTracks.

- Register in the new system as a Currently Enrolled Provider (CEP), which you can do at *www.nctracks.nc.gov*, using the Authorization Code from your CEP letter. If you do not have your CEP letter, please contact the CSC Call Center at 1-866-844-1113 or *NCMedicaid@csc.com*. While registering, you will:
    - Designate an Office Administrator (business owner or manager)
    - Designate a Billing Agent (if you submit claims through a clearinghouse)
    - Provide bank account information for electronic payment
- Obtain an NCID for your Office Administrator and additional NCIDs for staff who will access NCTracks. You may obtain an NCID by going to *ncid.nc.gov* and clicking on "Register!"
- Train in the new system. You can choose instructor-led sessions or computer-based training. You must have an NCID to access those pages. For a guide to NCTracks training, including course recommendations by office function, go to *www.nctracks.nc.gov*.
- Verify your taxonomy codes and locations at *http://ncmmis.ncdhhs.gov/taxonomy.asp*.