

ICD-10 Questions

Current System Evaluation

- Information Technology
 - Can the system accommodate the ICD-10 version of diagnoses
 - Is it compliant with HIPAA Version 5010 claim standards
 - Can it create and transmit the revised HCFA 1500 Claim form
 - Is the system secure and are the appropriate safeguards in place
- People
 - Do all physicians and staff understand the amount of new information required
 - Can all physicians in the practice code according to ICD-10
 - Are there support people in place to code for physicians
 - Do all the staff members that touch a diagnosis code understand ICD-10
 - Do staff members have resources that will assist them in coding
- Workflows
 - Have you developed a system to transfer the added diagnostic information to the people who need it
 - Are the forms/processes used in the practice capable of changing with the new system
 - Have you investigated if additional steps are needed in the workflow
- Claim submission
 - Can you submit claims in both ICD-9 and ICD-10 formats
 - Will ICD-10 change any of your payer contracts
- Vendors
 - Do all of your vendors have the ability to handle the new code sets
 - Do all of your payers have the ability to handle the new code sets
 - If yes, how do you know and what testing has been done
 - Have you contacted your billing service, payers and clearinghouse(s)
 - Have you completed or considered end-to-end testing?
 - Is there added cost for upgrades to support Version 5010 standards
- Financial Needs
 - Can your practice continue operations with a decrease in collections
 - Have you looked into alternate funding to support the practice during the transition
 - What will your financial needs be for the last 3 months of 2015

Planning

- Communications
 - Have the physician leaders looked at the impact of ICD-10 on the practice
 - Has there been communication with providers about the practice's approach to ICD-10
 - Has there been communication with staff about the practice's approach to ICD-10
 - Has there been communication with the billing service, vendors, payers, and clearinghouse about ICD-10 readiness

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- Roles
 - Do providers understand their roles in supplying data for claim submissions
 - Do leaders of the practice understand how the ICD-10 changes will take place
 - Do staff understand how ICD-10 will impact them
- Training
 - What plans are in place for the training of physicians and staff
 - Is there (will there be) a need for retraining
 - What plans are in place for the training of specialized areas, such as billing
 - What is the training plan
 - When will this occur
- Responsibilities
 - Is there an outline of expectations on the part of the providers
 - How will the patient diagnostic/history information be acquired
 - What are the roles of each staff member in the planning stage
 - What are the roles of each staff member in the implementation stage