Talking to Your Vendors About ICD-10: Tips for Medical Practices

An important step in preparing for the change to ICD-10 is to talk with any software vendors, clearinghouses, or billing services you use to be sure they are ready to provide the support you need. Your vendors wwill need to have products and services on a schedule that allows adequate time for you to conduct testing. Testing is estimated to take up to 19 months.

NEW ICD-10 DEADLINE OCT 1, 2014

Start the Conversation with Your Vendors

Talk with your vendors now to be sure that you can count on them to:

- Have fully functional, compliant products and services ready in plenty of time to allow for thorough ICD-10 testing
- Help you avoid potential reimbursement issues and interruptions to workflow

Ask your vendors to establish a comprehensive approach that will deliver compatible products when you need them. Points to consider discussing with your vendors include:

- System upgrades/replacements needed to accommodate ICD-10
- Costs involved and whether upgrades will be covered by existing contracts
- When upgrades or new systems will be available for testing and implementation
- Customer support and training that they will provide
- How their products and services will accommodate both ICD-9 and ICD-10 as you work with claims for services
 provided both before and after the transition deadline for code sets

Talking to your vendors now about ICD-10 will help ensure that your transition goes smoothly.

ICD-10 Resources

There are many professional, clinical, and trade associations offering a wide variety of ICD-10 information, educational resources, and checklists. Call or check the websites of your associations and other industry groups to see what resources are available.

The <u>CMS website</u> also has official resources to help you prepare for ICD-10. CMS will continue to add new tools and information to the site throughout the course of the transition. Visit <u>www.cms.gov/ICD10</u>.

