Phase 4 Plan for ICD-10 Implementation

Time Frame: October 2013 through October 2014

The International Classification of Diseases Tenth Revision (ICD-10) transition from ICD-9 has been underway for over two years. At this point, the planning activities of the previous phases should be ensuring a successful transition. In this phase, concentrate on monitoring the impact of the transition and executing contingency plans as necessary.

ICD-10 Communication

Continue communications with the integrated project team and the Area ICD-10 Coordinator:

- Ensure that the Area ICD-10 Coordinator is aware of issues at your site.

- Maintain positive feedback and communicate often with the national team and stakeholders on the transition status.

Monitor the Impact on Revenue Cycle

The Impact Assessment that was conducted in the preceding three phases should have provided you with the information necessary to measure the impact on the revenue cycle. Monitor the impact on reimbursement, claims denials and/or rejections, coding productivity and accuracy:

- Use your contingency and/or risk management plans to address problems.

- Work with payers on payment issues and readiness.

Monitor Coding Accuracy and Productivity

Training for coders and other roles should have completed by October 2013 and the application of the knowledge will be tested. Monitor coding accuracy and productivity and implement intervention strategies as needed:

- Train or retrain staff as necessary.

- Provide training to any new staff.

- Determine effectiveness of clinical documentation improvements – this might be affecting coding accuracy and productivity.

Resource and Patient Management System (RPMS)

Any issues with the RPMS software will generally be handled by the Office of Information Technology; however, site managers may be required to install necessary software if an issue is encountered during the transition:

- Pay attention to software changes either through new documentation and/or available training.

- Work with the national team to ensure a smooth transition.

Retention and Recruitment

Phase 4 will be the end-result of all the training and preparation for all roles, but especially coders and billers. In some cases, there may be dual entry as the transition continues and/or payers are not ready:

- Pay attention to signs of stress in coders and others receiving intensive training.

- Make efforts to retain experienced coders and billers.

- Develop new or use existing means for recruiting experienced and ICD-10 trained coders.

Recognize the Efforts!

Transitioning to ICD-10 is a huge endeavor. Recognize the efforts of all in the facility and program who worked to achieve the success.

Sources: AHIMA Top 10 List and ICD-10 CMS/PCS Transition: Planning and Preparation Checklist, CDR Kelly Stewart (Phx AO), IHS ICD-10 Training sub-group