GENERAL QUESTIONS:

1. Can we use ICD-10 codes in the live environment prior to Oct. 1, 2015?
   No. Providers, payers, trading partners and clearinghouses will not be able to process claims using ICD-10 codes until the mandated compliance date of Oct. 1. It is strongly recommended that you conduct both internal and external testing with your trading partners and payers using ICD-10 code sets before the Oct. 1, compliance date in a testing environment.

2. I am a Physical Therapist, will I have to rely on physicians to be compliant?
   Yes. It is important that physicians are compliant on Oct. 1, and selecting the appropriate ICD-10 code along with valid, clear and concise physician documentation as needed.

3. Can you suggest a good place to buy an affordable ICD-10 book?
   There are various resources online for purchasing an ICD-10 coding book. You can visit aapc.com, amazon.com, etc.

4. Will Diagnosis codes change as well, or is it only treatment codes?
   ICD-10 affects the ICD-10-CM for diagnosis coding and ICD-10-PCS for inpatient procedure coding. There is NO change to the CPT/HCPCS coding for outpatient (treatment) procedures.

TRAINING & EDUCATION:

1. I’m Active Children’s Medical Staff and am unable to see my training courses upon logging in to Aspen.
   Physicians will see an initial log in screen below upon logging in. If you continue to have trouble logging in, please open a ticket with the IS&T Solution Center, which can be accessed using the following link: http://careforceapps/solutioncenterrequest/.

DO NOT BYPASS THIS MESSAGE

These training curriculums are ONLY visible by members of Children’s professional staff.
- If you click a button while logged into the network, but cannot view any training, please click here to contact the ICD-10 Resource Manager to provide your Aspen login.
- If you click a button and are NOT logged into the network, please email leslie.seymour@cha.org directly with your Aspen login.

Step 1. Click the medical specialty to display the customized training curriculum.
Step 2. Once the curriculum is displayed, click (A separate browser window opens.)
Step 3. Scroll down to view special instructions and click .
Step 4. On the next page, click to begin training.

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2. **I don’t see my specialty listed.**
   In the bottom corner, there is a button that states if you don’t find your specialty listed look in the bottom left corner to click:

   **Click the button below if you do not see your specialty above**

   ![Required Training Button](image)

3. **I’m using a MAC and nothing is working.**
   Currently, we don’t support MAC. You will need to use a Children’s-issued laptop or desktop on a Children’s campus.

4. **Who’s required to take the Aspen training (physician training)?**
   CHOA employed/leased or employed fellows are all required to take the training, whereas active staff is strongly encouraged.
   - Active medical staff is highly recommended if not Children’s employed.
   - Specialties not required – Anesthesiology & Pathology
   - Includes physicians and APPs

5. **I missed the June 1 training deadline, is it too late to take training?**
   Training modules are still available. Please try to complete your training as soon as possible.

6. **Why isn’t my name showing up on the completions report when I complete training?**
   Most people don’t realize there are two courses for some specialties. Please verify that you have completed training by going back into your required course and confirm that there isn’t a second course to be taken.

7. **Can I get a list of who did not complete training for my specialty?**
   Send any requests for course completions to the ICD-10 mailbox: icd10@choa.org.

8. **Are the community primary care providers allowed to take the training? Can they pay for the training?**
   Community primary care providers who are active status are allowed to take the training. They do not have to pay for this. If they don’t have login information, please call the solution center at 404-785-6767. You will be prompted to provide the provider’s name and specialty. **Training for community providers who are not active status is available via the ICD-10 Website.**

9. **Can someone from the training come to my department to provide in-person ICD-10 training?**
   The current training for ICD-10 is computer based. We don’t have the bandwidth to provide individual training at this time.

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