ICD-10 Pre-Testing
Readiness & Troubleshooting

Presentation to: Providers, Trading Partners and Billing Firms
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Mission

We will provide Georgians with access to affordable, quality health care through effective planning, purchasing and oversight.

*We are dedicated to A Healthy Georgia.*
Topics for Discussion

• ICD-10 Overview
  – ICD-10: It’s About Time
  – Why ICD-10 Matters

• Pre-Testing Assessment
  – Evaluate Your Organization

• Pre-Testing Preparation
  – External Testing Preparation
  – Build Test Cases
  – Understand Specificity Limitations

• Understanding the Testing Process
  – ICD-10 Testing ...Key Stages
  – Internal Testing
  – External Testing
  – Troubleshooting

• Risks and Rewards of Testing

• Closing
  – Helpful Resources
  – Q & A
ICD-10 Overview
ICD-10: It’s About Time

ICD-10 is coming

October 1, 2014

Why is the transition necessary?
- ICD-9 code sets are outdated, limited and not expandable
- ICD-9 cannot accommodate current needs nor future advances in medical technology and knowledge
- ICD-10 code sets use current medical terminology and will allow for advances in medical technology and knowledge
- ICD-10 uses up to 7 characters (vs. 3 to 5 in ICD-9)
- ICD-10 allows for greater detail in diagnoses and treatments
Why ICD-10 Matters

- ICD-10 advances health care and the implementation of e-Health initiatives
- ICD-10 captures advances in medicine and medical technology
- ICD-10 improves data for quality reporting
- ICD-10 improves public health research, reporting and surveillance
ICD-10 is Real

351 days until ICD-10 is here!
Pre-Testing Assessment
Evaluate Your Organization

- By now you should be underway with your transition to ICD-10.
  - Have you developed a plan of action or a roadmap?
  - Have you selected an ICD-10 Champion who is leading those efforts?
  - Have you reviewed your ICD-9 coding to identify the areas where ICD-10 will affect your organization?
  - Have you started training initiatives with your staff?

- These are a few of the necessary actions that your organization needs to have in place prior to testing.
Pre-Testing Preparation
Internal Testing and You

• This phase involves merging all individual components of ICD-10 impacted modules and executing a test to accomplish the flow of ICD-10 data.
  – Did your internal test scenarios accurately represent your practice and its daily activities including any special activities for the end of a week, a month, or a year?
  – What were the lessons learned from testing?
  – What do you need to correct prior to October 1, 2014?
External Testing Preparation

• **Create a list of your practice’s Trading Partners.**
  – What type of transactions are sent and received?
  – Reminder: Have you identified the most commonly used codes for your organization?

• **Communicate with Trading Partners to gauge their state of readiness for ICD-10.**
  – What steps have they taken to ensure a smooth transition?
  – Are they testing internally and externally?

• **Determine your Trading Partners’ testing guidelines.**
  – Is there a checklist of specific testing criteria they want you to follow?
  – Is there a schedule or a testing timeline?
  – Will they provide you with test cases?
  – Will they assist with remediation of negative test cases?
Build Test Cases

• When building test cases, it is best to refer back to high-volume/high-dollar claims that you have had in the past.

• Test Cases should include...
  - Both positive and negative scenarios
  - Simple and complex test cases
  - System edits and audits
  - Date validation
Understanding the Testing Process
ICD-10 Testing Stages

- The stages of testing are vital and equally important to a successful transition.
  - **Internal Testing**
    1. Integration Testing
    2. End-to-End Testing
  - **External Testing**
    3. Trading Partner Testing – Providers
    4. Trading Partner Testing – Clearinghouses
    5. Trading Partner Testing – Payers
    6. End-to-End Testing
      - "Work with payers to develop test scenarios to conduct end-to-end testing, specifically identifying payment results"
ICD-10 Testing Schedule

• DCH and Georgia Medicaid are preparing for the external testing phase of our system’s remediation.
  
  • Trading Partners (Clearinghouses, Billing Services)
    - Beta testing is anticipated to begin late Q4 of 2013
  
  • Providers
    - Beta testing is anticipated to begin Q1 of 2014

* Stay-tuned for updates and more testing specifics to come.
External Testing and DCH

- DCH and Georgia Medicaid’s testing initiatives will occur with the following...
  - **Selected Beta Testers**
    - Trading Partners – clearinghouses, billing firms, others
    - Providers -- small rural providers; high-volume/ high-dollar providers
  - **Sister Agencies**
    - Department of Juvenile Justice (DJJ)
    - Department of Corrections (DOC)
    - Department of Public Health (DPH)
    - Department of Behavioral Health and Developmental Disabilities (DBHDD)
  - **Care Management Organizations (CMOs)**
    - Amerigroup Community Care
    - Peach State Health Plan
    - WellCare
    - All 3 CMOs plan to start their testing in Q1 2014
DCH ICD-10 Testing Guidelines

• What DCH Beta Testers Should Know…
  - Create your own test scenarios during the testing period.
  - Limit the number of claims submitted in an 837 file to 100 claims.
  - A maximum of 3 test files can be submitted.

• Simulated ICD-10 Effective Date
  - Beta testing will involve simulating an ICD-10 effective date which will be prior to the true effective date of 10/1/2014. This date will need to be coordinated with other testing that is occurring within our testing environment.
  - Ensure that your system can simulate an ICD-10 effective date.
External Testing and You

• To ensure that your external testing is successful, be prepared.

  *Ask yourself the following...*
  
  – Do you have an external testing schedule with dedicated resources?
  – Have you ensured that testing can be conducted without negatively impacting your day-to-day routine?
  – Who are your external testing partners?
  – Do you know their testing criteria?
  – Do you know their specific requirements, expectations, timelines and submission criteria?
Know Your Process

• It is vital that you have a firm understanding of your claims submission process.

• Knowing this will enable you to have an effective and successful testing period.
  – Do you submit claims to a clearinghouse, outside billing firm or other?
  – Do you submit claims directly to DCH – Georgia Medicaid? What about your other payers?
DCH Testing Process

The testing collaboration between DCH and your organization will be beneficial for a successful ICD-10 transition.

If the claim processes...
- The system is configured correctly
- You are submitting with an appropriate ICD-10 code

1. Submit test claim with test scenario
2. The claim adjudicates according to GA Medicaid Policy
3. An 835 or remittance advice is created

If the claim denies ...
- Sit down with your mapping team to review claim
- Use this as a lesson learned
Troubleshooting

• Testing provides great feedback during the transition to ICD-10.

  We encourage you to...
  – Use your test cases as lessons learned prior to October 1, 2014
  – Review and correct test cases that did not process as expected
  – Document in detail the steps taken to correct errors
  – Make updates as needed to your system and processes, if required
  – Ensure that your staff is well-versed with coding, medical terminology and policies
• **Testing is a vital phase of implementation.**
• **We want to hear from you about your testing efforts.**
  – What testing preparations have you made?
  – What are your expectations for testing?
  – Are you willing to share your testing experiences?
  – Have you found testing to be a burden?
  – Do you feel testing will alleviate some of your claims submittal concerns?
Risks and Rewards of Testing
Rewards of ICD-10 Testing

• **Testing will...**
  – Minimize delays in claims adjudication to ensure timely claims payments
  – Minimize issues that may occur on October 1, 2014
  – Help to prepare your staff for the transition
  – Allow for hands-on experience prior to October 1, 2014
  – Provide practice for converting commonly used ICD-9 codes to ICD-10 codes
Rewards of ICD-10 Testing

• Not testing with ICD-10 will...
  – Create uncertainty regarding claims adjudication and claims payments
  – Require additional staff/time to correct or adjust incorrect claims
  – Hide software failures related to ICD-10 data usage in code(s)
    » The code that changes has an increased risk of failure relative to unchanged code
    » Undetected defects in code(s) that have a greater complexity, primarily because of untested branches and paths
DCH & ICD-10 Testing

• DCH is on track for October 1, 2014 compliance
  – Phases of Implementation within DCH
    • Awareness, Assessment, Remediation, Testing, Transition
  – Areas of Impact within DCH & Georgia Medicaid
    • Coverage and payment determinations, policies, plan structure
    • Statistical reporting, actuarial projections, fraud and abuse monitoring, quality measurements
    • Georgia Medicaid Management Information System (GAMMIS) remediation
Resources
CMS ICD-10 Checklists

- CMS has created ICD-10 Checklists to assist your organization in testing and overall ICD-10 compliance.
  - Payer
  - Small Provider Checklist
  - Large Provider
  - Vendor to Provider
  - Vendor to Payer

ICD-10 Training Resources
ICD-10 Resources

• Centers for Medicare & Medicaid Services (CMS)
  CMS Overview
    - CMS ICD-10 Implementation Planning Guides/Checklist
    - HHS, CMS ICD-10 Final Rule
    - CMS, HHS Complete list of code sets for ICD-10-CM and ICD-10-PCS; Final Rule and Official ICD-10-CM Guidelines
      – www.cms.hhs.gov/ICD10

• World Health Organization (WHO) ICD-10 Page
  – http://www.who.int/classifications/icd/en/
More ICD-10 Resources

• DCH Resources
  – DCH Website for ICD-10 Webinars/Downloads
    http://dch.georgia.gov/it-events
  – DCH ICD-10 FAQs & Fact Sheet
    http://dch.georgia.gov/icd-10
  – DCH Provider Resources
    http://dch.georgia.gov/providers

• HP Enterprise Services Statewide Workshops
  – Check Georgia http://mmis.georgia.gov for future ICD-10 workshops
Upcoming ICD-10 Webinars

Register Now

October 29, 2013 -- Open Discussion
Coming Soon! -- Additional dates and topics for 2013 & 2014 ICD-10 Webinar Series

To register for the above webinars: Visit http://dch.georgia.gov/it-events

• Each webinar is scheduled for up to one hour, 10:30 – 11:30 a.m. ET.
• Unless otherwise noted, all webinars are targeted to Providers and Trading Partners.
• Please be advised that webinar dates and times are subject to change.
Thank You!

- Join us as an ICD-10 Beta Test Site, e-mail us at: 
  - icd10project@dch.ga.gov

- Join our mailing list at: 
  - AskDCH@dch.ga.gov for ICD-10 events and updates

- We welcome your questions and comments at: 
  - icd10project@dch.ga.gov
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