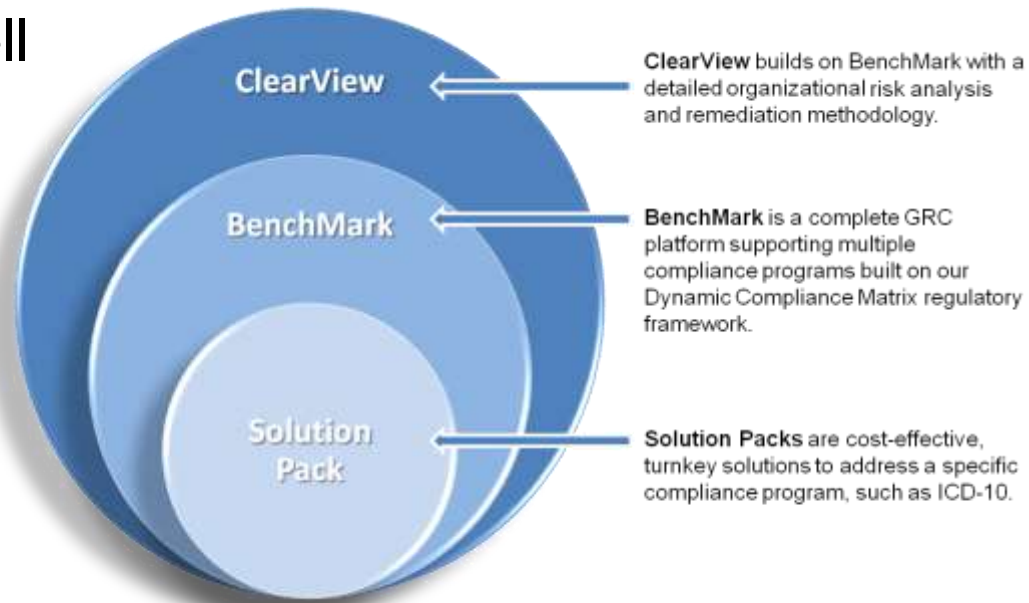


# ICD-10 Compliance Challenge

## Lessons Learned

# About Avior

- Founded by software and networking veterans, Avior Computing is a private, well funded, startup based in Nashua
- Innovator in Web-based, analytics driven, next generation Enterprise Governance, Risk and Compliance solutions
- Focus on risk and compliance process automation for Financial Services, Healthcare and Life Sciences



# ICD-10 Mandate

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- From WEDI – “ICD-10 is expected to be the most costly government mandated change ever to hit the healthcare industry”
- ICD-10 Deadline – Oct. 2013
- Broad Impact to the entire organization and processes
- Multi year effort

# Code Set Complexity

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- Impacts entire organization
  - All departments
  - Staff
  - Trading Partners
  - Service Providers

Type	ICD-9	ICD-10
Diagnostic	~13,000	~68,000
Procedure	~3,800	~72,000
TOTALS	~16,000	~140,000

# ICD-10 Challenge

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- New compliance mandate so there are limited precedents and institutional knowledge
- Consistent feedback from customers that they feel they are behind
- Best practices model(s) offer a means of assessing status
- Scope of effort depends on the number and type of “trading partners”

# Approach

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- Leverage Best Practices
  - CMS
  - AHIMA - ICD-10-CM/PCS Transition: Planning and Preparation Checklist
  - WEDI white paper
- Establish Leadership Team
- Baseline where you are with respect to best practices
- Build and Publish the plan
- Get Started Early
- Work with your trading partners and service providers

# Trading Partners

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- For payers:
  - Vendors and service providers
  - Organizations that submit claims
- For providers:
  - Vendors and service providers
  - Healthcare affiliates
- Similarities and parallels

# The Provider Challenge/Things to Consider

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- IT Systems: Centralized .vs. decentralized
  - Do internal departments have independent systems or processes?
- Key Processes: Coding, Billing, Claims Submission?
  - Centralized, By department? Outsourced?
- What about outsourced functions and/or departments?
- Personnel Impact – Coders, Physicians, Clinical Staff, etc.....

# ICD-10 Program Challenges

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- Still dealing with HIPAA 5010 and other mandates
- Manage with existing staff?
- Bring in Consultants?
- Cost?
- Coordination with Trading Partners/Service Providers
- Communication
- Approach/Stakeholders/Leadership

# ICD-10 Plan Guidance

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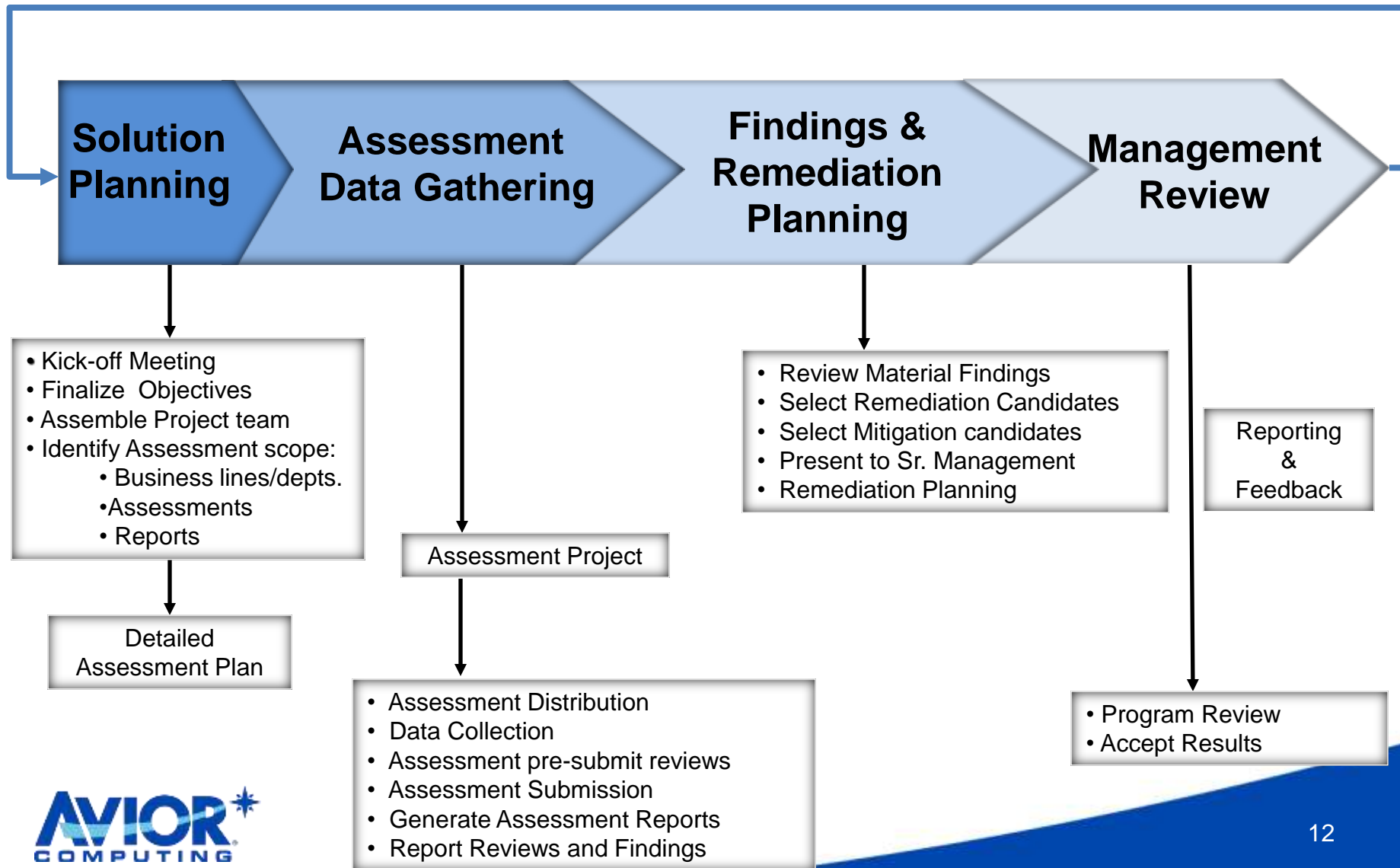
- From WEDI –
  - Perform an impact assessment
  - Define key Stakeholders
  - Create a program plan
  - Define and document requirements
    - Business
    - Functional
    - Non-Functional
  - Execute the Program

# Workflow and Process Approach

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- Break up the approach to minimize duplication of effort
  - Centralized Functions
  - By Department
  - By Workflow
  - By System
- Include your Trading Partners and Service providers in the process.

# Managing Affiliate Readiness



# Leveraging Automation

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- Automate the repetitive tasks
- Timely analysis
  - program status
  - compliance levels
  - Internal departments and external affiliates
- Focus on the problem areas
- Maintain an electronic audit trail

# Contingency Planning

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- Plan for post-deadline tasks
- Budget for additional resources to support post deadline activity
- Monitor the impact
  - Coding backlogs and accuracy, reimbursement
- Monitor systems and correct errors quickly
- Work with trading partners and service providers