



MASSACHUSETTS

Blue Cross Blue Shield Massachusetts

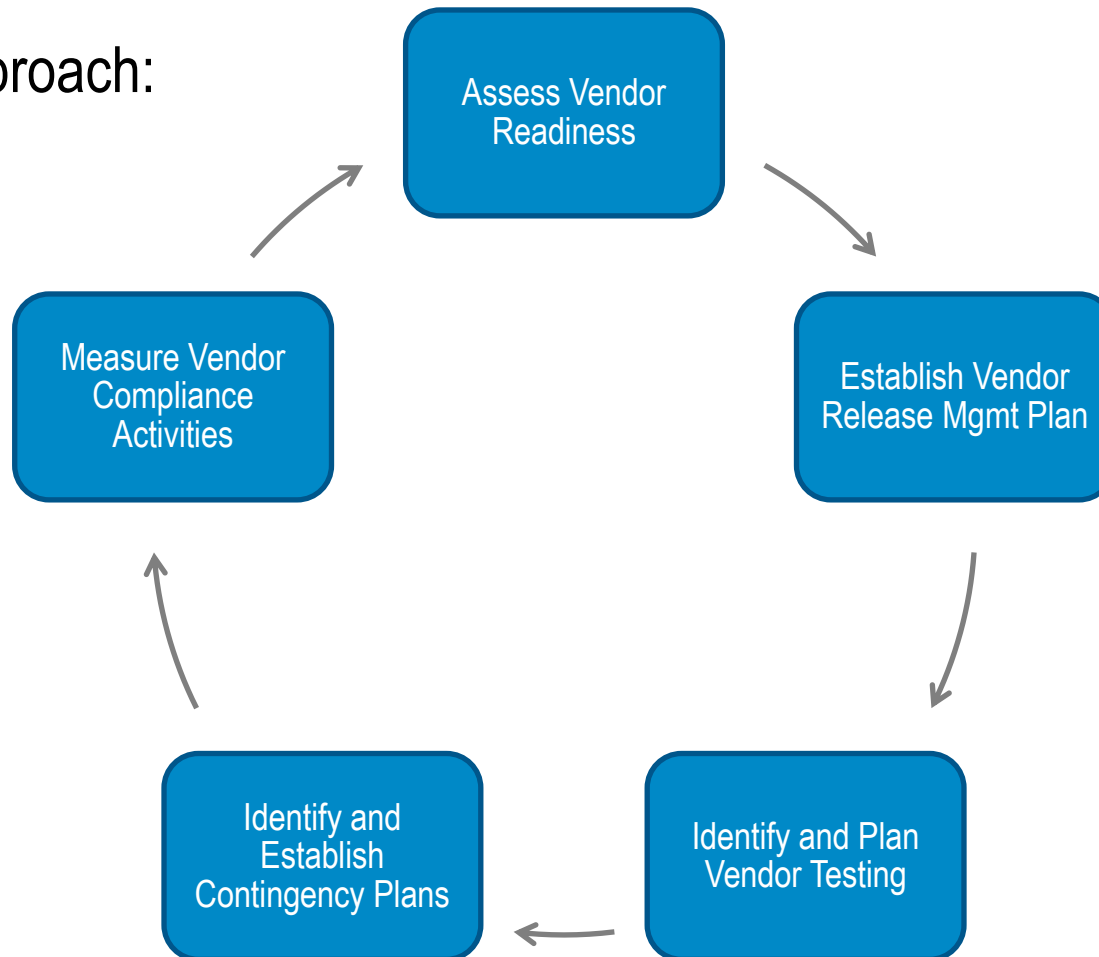
# ICD-10 COMPLIANCE

## Challenge:

- Hundreds of vendor relationships throughout the healthcare services life cycle
- Must distinguish between those vendors directly and indirectly impacted
- Vendor software upgrades must be determined, planned and implemented
- Testing strategies and plans must include upstream and downstream vendors
- Vendor mapping strategies could impact expected results

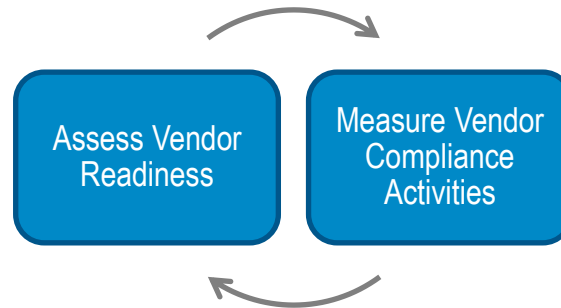
# Vendor Compliance Strategy

## Blue Cross Approach:

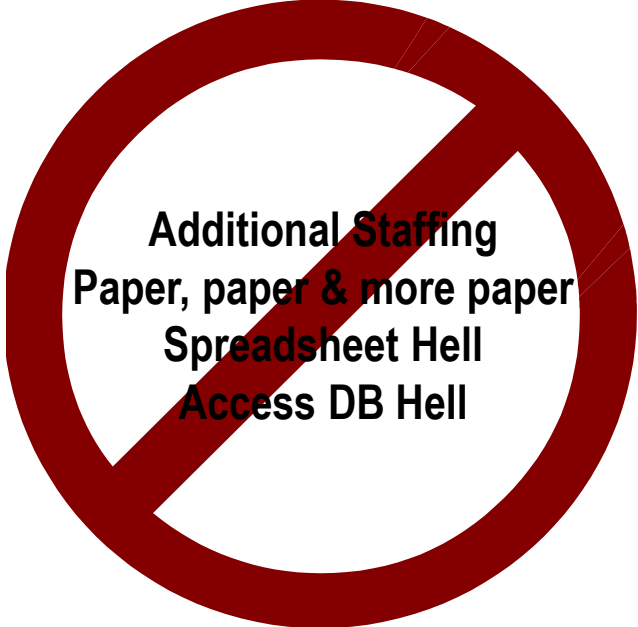


# Vendor Compliance Strategy

## Blue Cross Approach:



- Identify a process and mechanism for assessing and measuring compliance risk
- Identify the right solution for establishing a baseline
- Enable online, easy to use access for vendors



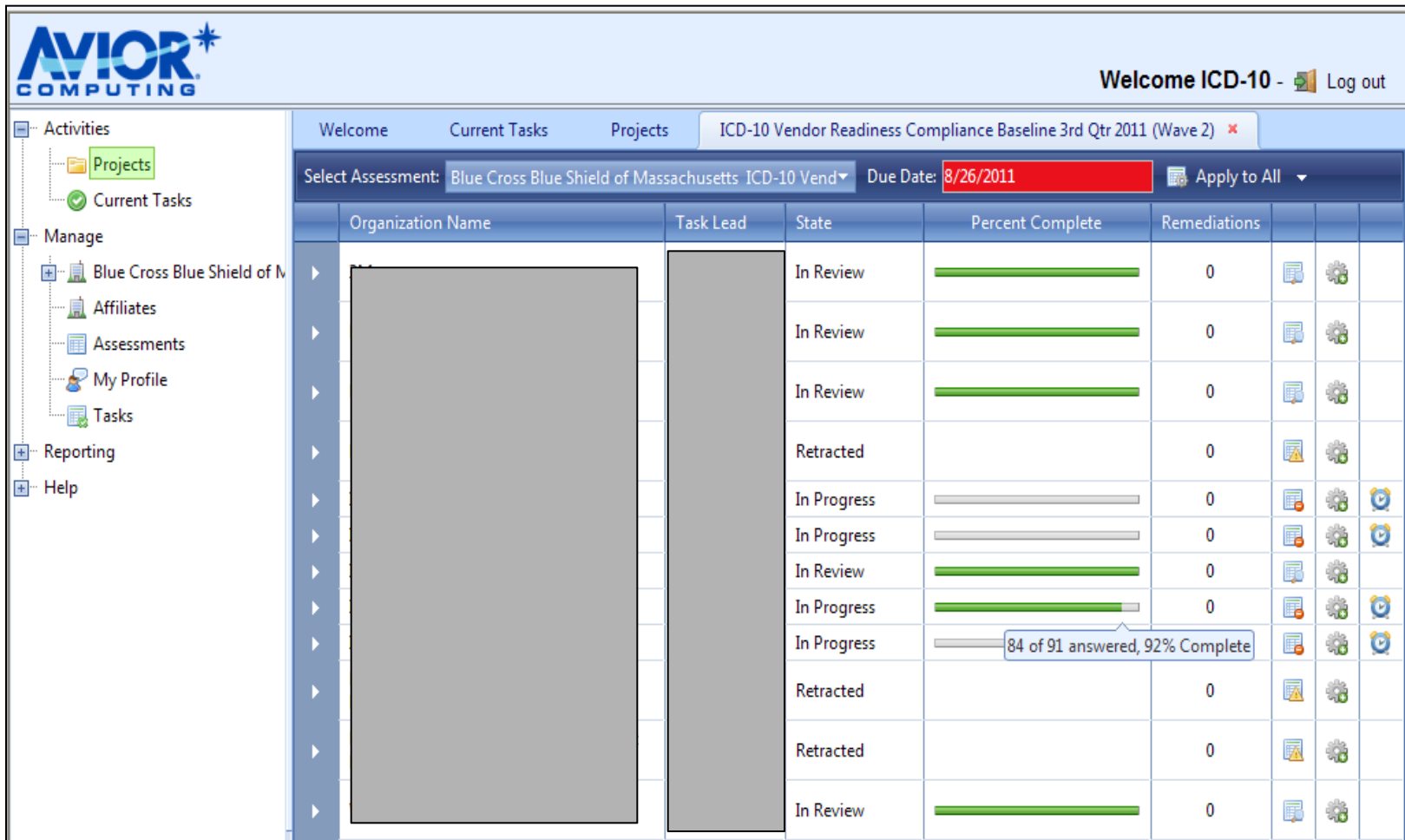
**Additional Staffing  
Paper, paper & more paper  
Spreadsheet Hell  
Access DB Hell**

# Vendor Compliance Strategy

- Letters to vendors sent over last 90 days
- Vendors must provide compliance status and attestation
- Online interface via Avior utilized
- Risk profile for vendors available as report-out
- Vendor compliance risks being escalated and managed
- Updates on a quarterly basis expected

# Vendor Compliance Strategy

- Vendor compliance tracking – Assessment Completion



**AVIOR COMPUTING** Welcome ICD-10 - Log out

Welcome Current Tasks Projects ICD-10 Vendor Readiness Compliance Baseline 3rd Qtr 2011 (Wave 2) ✕

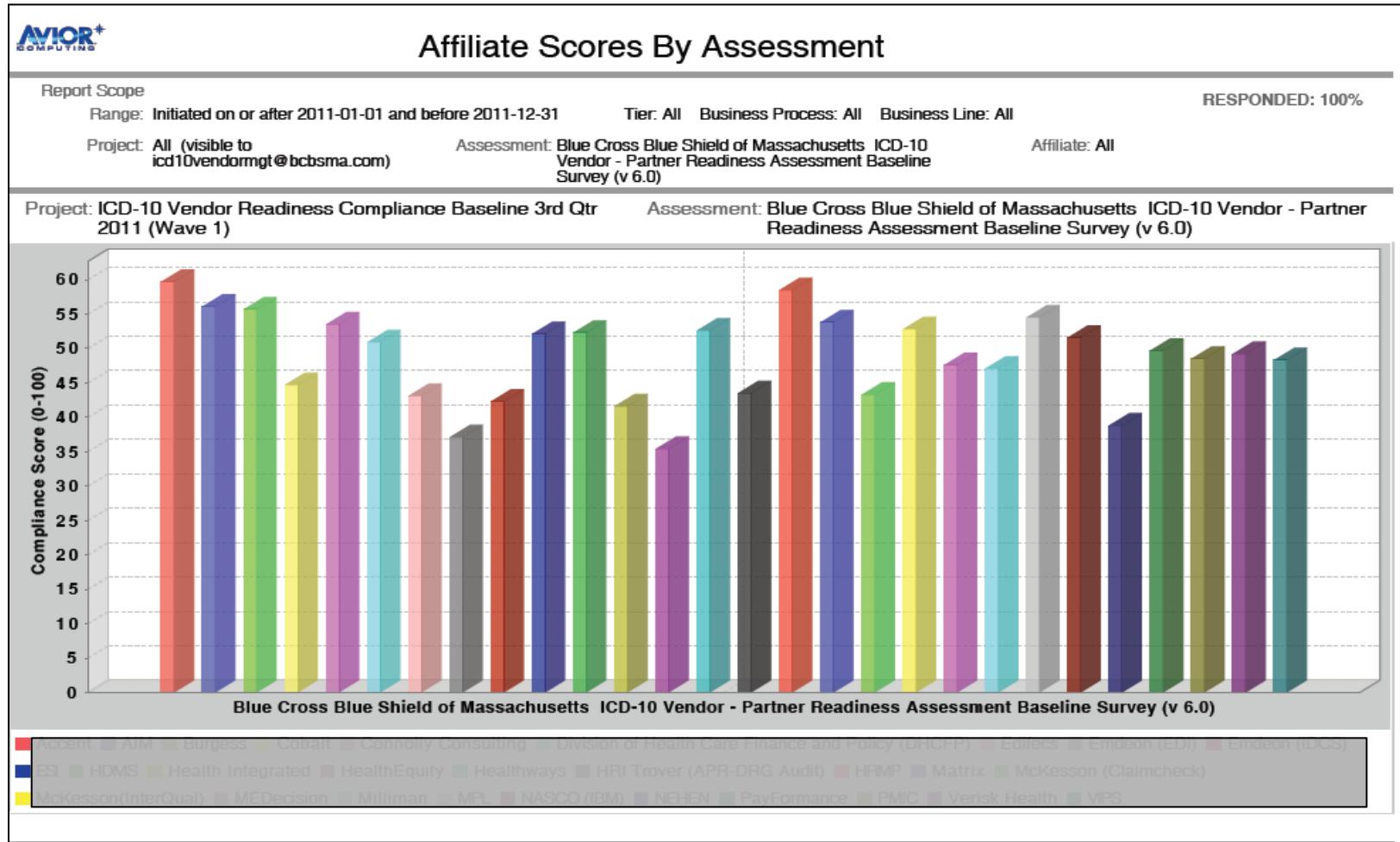
Select Assessment: Blue Cross Blue Shield of Massachusetts ICD-10 Vend Due Date: 8/26/2011 Apply to All ▾

Organization Name	Task Lead	State	Percent Complete	Remediations			
		In Review	<div style="width: 100%; height: 10px; background-color: green;"></div>	0			
		In Review	<div style="width: 100%; height: 10px; background-color: green;"></div>	0			
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		Retracted		0			
		In Progress	<div style="width: 50%; height: 10px; background-color: gray;"></div>	0			
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		In Progress	<div style="width: 92%; height: 10px; background-color: green;"></div>	0			
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		Retracted		0			
		Retracted		0			
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84 of 91 answered, 92% Complete

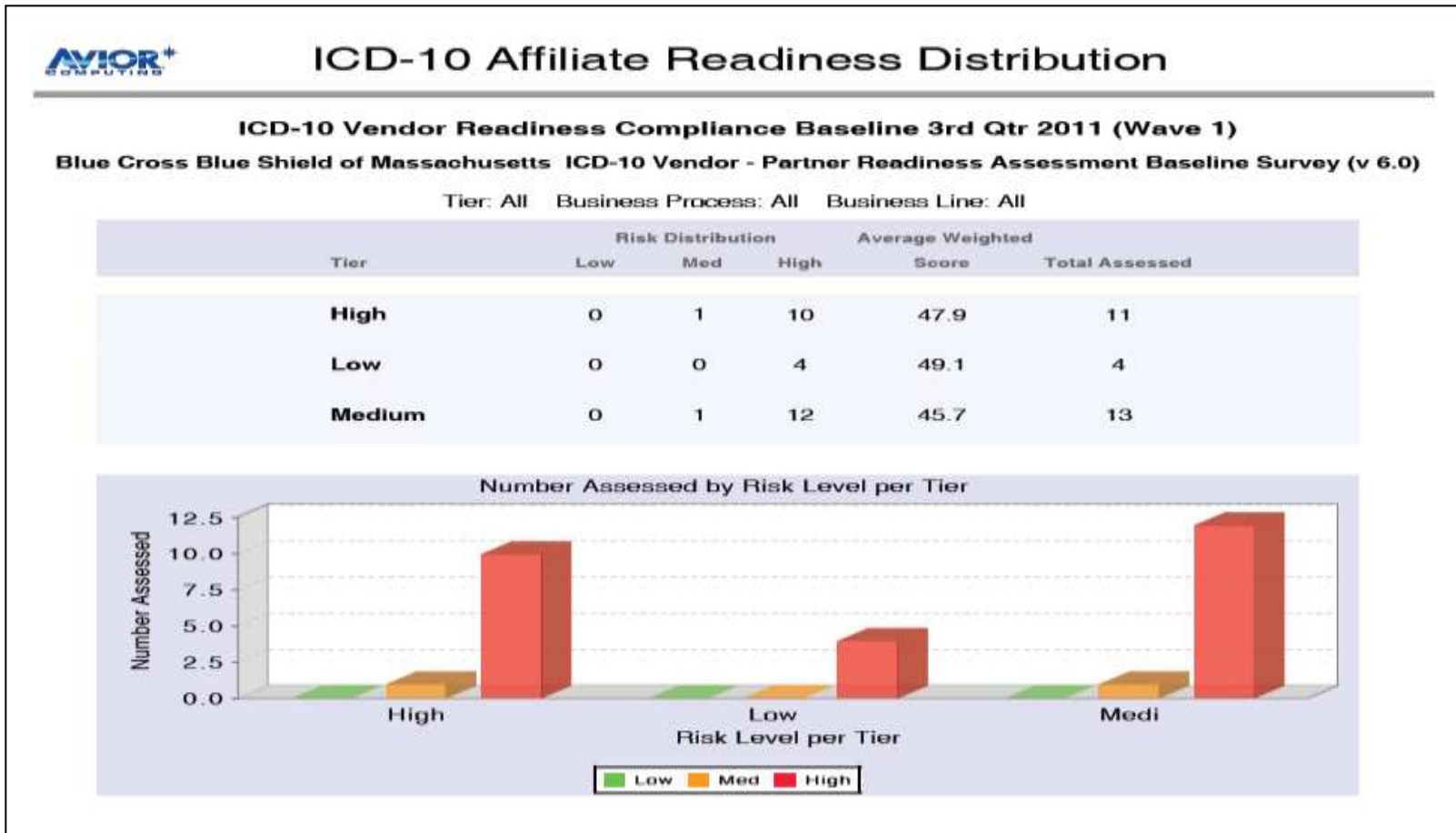
# Vendor Compliance Strategy

- Vendor compliance tracking – Overall Assessment



# Vendor Compliance Strategy

- Vendor compliance tracking – Readiness Risk



- Vendor partnerships and affiliations are a large portion of the overall ICD-10 compliance efforts
- Compliance readiness and vendor compliance dates will drive more stringent change management and release management
- Risk mitigation strategies must be defined to sustain business processing
- Overall compliance risks must also include personnel readiness, business processes, and IT assets
- Testing efforts will be large and complex