ICD-10 Implementation Project Plan Template

Use this work sheet to track the status of your work implementing the ICD-10 code sets.

TASK	DATE STARTED	DATE COMPLETED	COMMENTS
#1 Organize the Implementation Effort			
Total estimated time to complete: 1 month			
Become familiar with the requirement to implement ICD-10 (See Additional Resources sheet)			
Identify project manager			
Identify key personnel to be involved in project plan			
Set a schedule for project meetings			
Begin preliminary budget for implementation costs, e.g., software upgrades, hardware upgrades, training, new forms, resource materials, etc.			
Plan for office communication on project			
#2 Analyze Impact of ICD-10 Implementation			
Total estimated time to complete: 3 months			
Determine which code sets you need to implement, ICD-10 diagnosis only or both the diagnosis and procedure			
Identify and list all work processes that use ICD-9 today (See ICD-9 Tracking sheet)			
Identify and list current electronic systems (e.g., practice management system) that use ICD-9 (See ICD-9 Tracking sheet)			
Identify all staff who work with ICD-9 and exactly what they do related to ICD-9 and ICD-9 coding			
Identify possible work flow changes you will need to make to implement ICD-10, e.g., data collection forms, encounter forms, superbills, etc.			
Determine if you need a consultant to assist you with implementing ICD-10, e.g., identify system changes, identify work flow changes, conduct training			

#3 Contact Your Systems Vendor(s)
Total estimated time to complete: 2 months and ongoing

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TASK	DATE STARTED	DATE COMPLETED	COMMENTS
Contact your vendor and ask them if they will be upgrading your system (e.g., hardware and software) for ICD-10 (See Trading Partner Tracking sheet)			
Ask if they will be upgrading your system's version of software for ICD-10 (See Trading Partner Tracking sheet)			
Ask if your system and/or software will be able to do dual coding of ICD-9 and ICD-10 in order to submit transactions for services that were provided before October 1, 2013 but are submitted after that date			
If your system will not be able to continue dual coding in ICD-9 and ICD-10, you will need to consider how these transactions will be submitted after October 1, 2013			
Ask if there will be any charges for upgrading your system and/or software for ICD-10 (Under your contract, upgrades to meet mandatory requirements may be free of charge.)			
Ask for an estimated timeframe of when they will install your system and/or software upgrades			
Ask for an estimated timeframe of when they will have the system and/or software upgrades completed (There may be a lag in time from when they begin installing the upgrades and when they complete the installation.)			
Determine estimated system downtime during upgrade installation			
Ask when you need to get in their queue to have the upgrades installed (They will be working with all their customers coordinating the timing of their work.)			
Determine if you need any new hardware to support ICD-10			
Determine if you need a consultant to assist with vendor activities (e.g., developing an EHR and practice management system interface, sequencing installations, identifying software and hardware needs)			

#4 Budget for Implementation Costs

Total estimated time to complete: 1 month and ongoing

Prepare budget for implementation costs, including expenses for systems changes, software changes, new hardware, staff training, resource materials, testing, consulting services, decreased productivity, etc.			

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TASK	DATE STARTED	DATE COMPLETED	COMMENTS

#5 Implement System and/or Software Upgrades - Will be dependent on your vendor's readiness
Total estimated time to complete: 3-6 months

Installation of software upgrades by your vendor (Remember that your vendors will be coordinating implementations with all of their customers.)			

#6 Contact your Trading Partners (Clearinghouses, Billing Service, Health Plans)
Total estimated time to complete: 3 months and ongoing

Ask your trading partners when they will be ready to send and receive test transactions with ICD-10 codes (You will want to exchange test transactions prior to going live to avoid claims processing interruptions. Work with your high volume and/or high dollar trading partners first.) (See Trading Partner Tracking Sheet)			
Ask your payers if you will need to re-negotiate your contracts with them based on the implementation of ICD-10			
If "yes", determine if the re-negotiations will take place when the contracts are up for renewal or prior to that date			
Ask your payers what impact ICD-10 will have on your payment schedule, medical review, auditing, and coverage			

#7 Conduct Staff Training
Total estimated time to complete: 3 months and ongoing

Identify staff to be trained on ICD-10			
Identify an office "super user", i.e., expert			
Identify the level of training needed for staff (Different staff will need different levels of training depending on their use of ICD-9/ICD-10 coding.)			
Determine the amount of time it will take to have necessary staff trained			
Identify the methods for staff training (The method of training may be based on the level of training needed.)			
Identify/purchase/develop training materials			
Determine training costs			
Determine how to time training, e.g., outside of practice hours, in relation to implementation of ICD-10			

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TASK	DATE STARTED	DATE COMPLETED	COMMENTS
Identify what if any downtime there will be during training			
Complete staff training			
Incorporate training into new employee orientation			

#8 Update Internal Processes
Total estimated time to complete: 1 - 2 months

Update any internal processes, electronic or manual, used to conduct administrative transactions, e.g., submit claim, check eligibility, etc.			
Update data collection tools and forms, e.g., encounter forms, superbills, etc.			
Update data reporting processes, e.g., quality, public health, etc.			
Update processes for writing orders, referrals, clinical reports, etc.			
Update other processes for clinical data, e.g., problem lists, disease management registries, etc.			
Complete a review of existing clinical documentation and compare it to the clinical details needed to code ICD-10			
Complete a review of existing documentation for orders, referrals, and reports and compare it to the clinical details needed for ICD-10			
Complete a review of documentation for required reporting, e.g., quality, public health, and compare it to the clinical details needed for ICD-10			

#9 Conduct Internal Testing - Will be dependent on the installation of your system upgrades
Total estimated time to complete: 3 months

Conduct internal testing to ensure you can generate transactions with the ICD-10 codes within your system (This will serve as a "dry run" within your own walls to ensure your system is capable of handling the ICD-10 codes.)			
Identify appropriate days/times for vendor to conduct internal testing, e.g., evenings, weekends			
Review results of internal testing			

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TASK	DATE STARTED	DATE COMPLETED	COMMENTS
If applicable, work with your vendor to correct any problems identified during the testing			

#10 Conduct External Testing of Upgraded Transactions - Will be dependent on your trading partners' readiness
Total estimated time to complete: 6-9 months

Conduct external testing with your trading partners to ensure the ICD-10 codes are sent and received properly			
Determine which transactions that use ICD-10 to test with your trading partners			
Review results from trading partners on testing			
If applicable, work with your vendor to correct any problems identified during the testing			

#11 Implement ICD-10
For services and discharges on or after October 1, 2013

Prior to the compliance deadline, establish a line of credit for unexpected interruptions/delays in claims processing and reimbursement			
Begin using ICD-10 for reporting services performed on or after October 1, 2013			

#12 Monitor ICD-10 Submissions/Receipt
Total estimated time to complete: 3-6 months

Monitor submission and receipt of ICD-10 codes to ensure they are being received properly			
Monitor communications from trading partners for possible errors with codes			
Monitor payments to ensure they are the expected amounts for the service(s) provided			
Conduct audits of ICD-10 coding to ensure best possible codes are being used			

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