

ICD-10 Preparation for Billing Agents

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What is ICD-10?

The International Classification of Diseases (ICD) is a set of codes used worldwide to classify medical diagnoses and inpatient procedures.¹ ICD codes are primarily used for patient health records, provider reimbursement, and public health reporting and monitoring.

- The World Health Organization (WHO) is responsible for managing and publishing revisions to the ICD code set.
- The United States health care system currently uses the ninth version of the ICD code set known as ICD-9. ICD-10 is the tenth version, which was adopted by the WHO in 1990.²
- The WHO has been updating and publishing revisions to the ICD code set periodically since 1948. However, the ICD-10 revision is a much more significant change than previous revisions. This means that upgrading to ICD-10 has far-reaching impacts on the health care industry.
- WHO member countries began using ICD-10 in 1994. Most industrialized countries have adopted it, with the exception of the U.S. The U.S. federal government has mandated that the health care industry upgrade from ICD-9 to ICD-10 by [October 1, 2015].

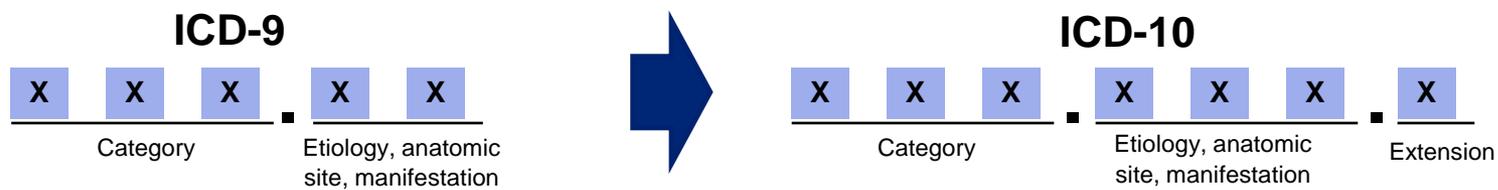
1. <http://www.cms.gov/Medicare/Coding/ICD10/index.html?redirect=/ICD10>
2. <http://www.aapc.com/icd-10/faq.aspx>

Key Changes from ICD-9 to ICD-10

The new coding system is significantly different than the ICD-9 system and provides much more specific information about medical conditions and procedures performed.

Key Changes from ICD-9 to ICD-10

- ICD-10 is a much more complex scheme of classifying diseases reflecting recent advances in disease detection and treatment.
- ICD-10 involves fundamental coding changes, from 3-5 digit numeric codes in ICD-9 to 3-7 digit alphanumeric codes in ICD-10.



- ICD-9 codes are used by many providers and payers in business processes and technology systems. Changes may be required to support ICD-10.
 - Providers need to make changes to their processes and technology in order to continue uninterrupted transactions with payers, including MaineCare.
 - MaineCare is currently making changes to its processes and systems to be ready for ICD-10.

ICD-10 Impacts for Billing Agents

The transition to ICD-10 will impact the way Billing Agents submit claims. Possible impacts are described below.

Forms, Policies, & Processes

- ICD-9 based forms must be replaced by ICD-10 based forms to accommodate new, longer codes.
- Superbills need to be updated to accommodate ICD-10 codes and the additional detail required.
- Billing Agents need to understand the code changes for ICD-10.

Vendors & Software

- The ICD-10 transition will affect all of the systems that use ICD-9, such as claims payment systems and Electronic Health Record (EHR) systems.
- In Billing Agent relationships, the following HIPAA transactions will be affected:
 - 270/271 Healthcare Eligibility Inquiry and Response
 - 276/277 Claims Inquiry
 - 278 Healthcare Services Review
 - 834 Benefit Enrollment Transaction
 - 837 Professional, Institutional and Dental Claims

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How Billing Agents Can Prepare for ICD-10

Awareness and Assessment

- Identify the ICD-10 codes likely to be most commonly used by your clients.
- Begin keeping a log of where ICD-9 codes are currently used in your agency (e.g., forms, software programs, etc.); this will help you identify where you need to make updates for ICD-10.
- Identify clients you may need to contact to discuss updates for ICD-10.
- Make a list of staff members who may require training.
- Prepare ICD-10 code changes for the HIPAA transactions used to submit claims.

Requirements and Design

- Document changes that need to be made to business processes, policies, software, and forms.
- Identify what type of training each staff member will need, and search for available training programs and tools.
- Verify that systems can accommodate both ICD-9 and ICD-10.
- Define a timeline to implement changes and conduct training.

Implementation and Testing

- Implement and test system updates.
- Make changes to business processes, policies, software, and paper and electronic forms.
- Ensure that staff participate in the necessary training.
- Contact payers and clients to arrange for testing ICD-10 claims.
- Conduct testing; if issues arise, work with payers, business partners, and vendors to identify and fix problems.
- Test cases with split billing, as these are particularly sensitive.

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Additional ICD-10 Readiness Considerations

Billing Agents should assess their staff's readiness level and training needs in order to prepare for the transition to ICD-10.

Staff Readiness and Training

- Inform staff about the mandate to upgrade to ICD-10 and the compliance date of [October 1, 2015].
- Analyze staff training needs based on current or future roles and begin to prepare training materials.
- Provide training on how ICD-10 codes differ from ICD-9 codes, which forms and documents will be impacted by ICD-10, and how to look up ICD-10 codes.
- Provide staff with opportunities to ask questions on how ICD-10 will impact their day-to-day responsibilities.

Billing Agents should communicate their readiness status with their clients.

Key Billing Agent Topics

Warrant Rollup and Claims Acquisition Data are particularly important for Billing Agents.

Warrant Rollup

- ICD-10 will **not** result in any changes related to Warrant Rollup. The 835 will continue to be created by tax identification number.
- **Action Required:** Billing Agents should work with their clients to confirm that their clients' software will meet the needs of the Billing Agent's system.

Claims Data Acquisition

- There will be more upfront edits required with ICD-10 to validate qualifiers and diagnosis codes based on the date of service.
- **Action Required:** Billing Agents should review and understand CMS MLN split billing guidelines for claims with dates of service that span the ICD-10 implementation date.

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Resources For Billing Agents

For additional information, please refer to the resources below.

Healthcare Billing and Management Association	http://www.hbma.org/news/compliance/icd-10
American Health Information Management Association	http://www.ahima.org/topics/icd10
Centers for Medicare and Medicaid Services	http://cms.gov/Medicare/Coding/ICD10/ProviderResources.html
MaineCare ICD-10 Webpage	http://www.maine.gov/dhhs/oms/icd-10/
MaineCare ICD-10 Email Box	MaineCareICD10@MolinaHealthCare.com

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