

WORRIED ABOUT ICD-10?

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The transition to ICD-10 for diagnosis and inpatient procedure coding occurs October 1, 2015, and is required for everyone covered by HIPAA — not just those who submit Medicare or Medicaid claims. This transition will affect your entire organization — not just revenue management. There is a significant learning curve for coders — both professional and institutional — and it's likely you'll see an increase in days in A/R for some period of time. Other expenses will be incurred for coding education, IT testing and readiness, and updating forms, to name a few. Your people, processes and technology are all involved.

Are you ready? Here are some things you can do now to prepare:

- Make sure you have regular, interdisciplinary meetings about the conversion, identified impact and remediation plans.
 - Model the potential impact the conversion may have on coding productivity and key revenue cycle metrics.
 - Implement dual coding to help with the learning curve.
 - Work with your payers and vendors to understand their readiness.
- Make sure your internal forms are updated and ready.
 - Look at your internal workflows — can they be improved to mitigate the results of the conversion?
 - Enroll more Direct 835 payers.
 - Electronic data is easier to analyze quickly, and fast remediation is critical to minimizing ICD-10 impact.
 - Establish a process for daily analysis of denials and under-payments.
 - Do you have a denial management tool that provides daily analysis?
 - Do you have staff dedicated to daily analysis of denials and under-payments?
 - Have you updated your contract management system to account for changes in fee schedules associated with ICD-10?
 - Analyze the results of dual-coding for possible staff education topics.
 - If dual-coding results don't prompt feedback for staff continuing education, then you may be missing opportunities to mitigate ICD-10 impact.
 - Don't forget to educate the revenue cycle team.
 - Accurate coding is important, but catching errors in claims adjudication is equally important. Take time to hypothesize what types of ICD-10 adjudication errors might occur in October and educate the revenue cycle team to be alert for ICD-10-related issues.

To accelerate Direct 835 enrollment, subscribe to PNC's hosted Contract Management service, or engage PNC Healthcare Advisory Services for an ICD-10 analysis or training project, contact your Healthcare Representative, or email Margaret Dowling, Senior Product Manager, at margaret.dowling@pnc.com.

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