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].

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.

<table>
<thead>
<tr>
<th>Key Changes from ICD-9 to ICD-10</th>
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<tr>
<td>ICD-10 is a much more complex scheme of classifying diseases reflecting recent advances in disease detection and treatment.</td>
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<td>ICD-10 involves fundamental coding changes, from 3-5 digit numeric codes in ICD-9 to 3-7 digit alphanumeric codes in ICD-10.</td>
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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
How Billing Agents Can Prepare for ICD-10

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<thead>
<tr>
<th>Awareness and Assessment</th>
<th>Requirements and Design</th>
<th>Implementation and Testing</th>
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<td>▪ Identify the ICD-10 codes likely to be most commonly used by your clients.</td>
<td>▪ Document changes that need to be made to business processes, policies, software, and forms.</td>
<td>▪ Implement and test system updates.</td>
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<td>▪ 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.</td>
<td>▪ Identify what type of training each staff member will need, and search for available training programs and tools.</td>
<td>▪ Make changes to business processes, policies, software, and paper and electronic forms.</td>
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<td>▪ Identify clients you may need to contact to discuss updates for ICD-10.</td>
<td>▪ Verify that systems can accommodate both ICD-9 and ICD-10.</td>
<td>▪ Ensure that staff participate in the necessary training.</td>
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<td>▪ Make a list of staff members who may require training.</td>
<td>▪ Define a timeline to implement changes and conduct training.</td>
<td>▪ Contact payers and clients to arrange for testing ICD-10 claims.</td>
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<td>▪ Prepare ICD-10 code changes for the HIPAA transactions used to submit claims.</td>
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<td>▪ Conduct testing; if issues arise, work with payers, business partners, and vendors to identify and fix problems.</td>
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<td>▪ Test cases with split billing, as these are particularly sensitive.</td>
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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.
Resources For Billing Agents

For additional information, please refer to the resources below.

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<td>American Health Information Management Association</td>
<td><a href="http://www">http://www</a> ahima org/topics/icd10</td>
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<tr>
<td>Centers for Medicare and Medicaid Services</td>
<td><a href="http://cms">http://cms</a> gov/Medicare/Coding/ICD10/ProviderResources.html</td>
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<tr>
<td>MaineCare ICD-10 Webpage</td>
<td><a href="http://www">http://www</a> maine gov/dhhs/oms/icd-10/</td>
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<tr>
<td>MaineCare ICD-10 Email Box</td>
<td>MaineCareICD10@MolinaHealthCare com</td>
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