

Produced by the Military Health Services (MHS) ICD-10 Integrated Project Team (IPT) & Defense Health Agency (DHA) Information Management (IM)

## ICD-10: Finding Success in 2015

2014 was a milestone year for ICD-10. The unexpected delay of the ICD-10 compliance date by Congress was no doubt the most significant development. However, also significant was the industry response, many adopting the slogan "ICD-10 Matters" and joining media campaigns to advocate and educate on the importance of ICD-10. As we roll in to 2015, ICD-10 transition is just ahead. With eight months until the implementation date, it is important to start thinking about the impacts of ICD-10 transition, Business Continuity Planning, and what will be your ICD-10 success story.

### Defining Expectations

Many of our previous Newsflashes have focused on the importance of ICD-10: Enhanced quality and outcome measurement, better global disease preparedness, more accurate payment structures and better clinical, financial and administrative planning. However, the transition to a more robust, specific code set may bring some initial negative impacts that we need to get ahead of and mitigate as best we can.

The Workgroup for Electronic Data Interchange (WEDI) claims the top ICD-10 risk across the industry is the potential negative impact on finances. A number of factors, including cost to implement system upgrades; training; and loss of productivity for physicians, clinical documentation specialists, and coders; have the potential to impact revenue

**65%** *Possible Initial Productivity loss with ICD-10 Transition*

cycle. Industry estimates as much as a 65 percent drop in productivity and a 100 to 200 percent increase in claims denial rates.<sup>i</sup> With impacts of this magnitude, some anticipate revenue impacts comparable to a 20 to 40 percent increase in Accounts Receivable Days.<sup>ii</sup>

In preparing for ICD-10 implementation it is crucial to identify these potential impacts and be aware of pre-implementation baseline norms and associated control limits. This will enable better surveillance of the transition to quickly identify breaks in business processes or system issues. Solid contingency plans, especially a Business Process Continuity Plan, should be prepared in advance to rapidly identify issues and properly mitigate them to minimize impacts.

# 242

Days Remaining to  
ICD-10 Conversion  
As of 2/1/2015

### Upcoming Events

**The Top 20 ICD-10 Documentation Issues that Cause DRG Changes**  
03/03/2015  
On-line  
12:00 PM - 01:00 PM CST  
<http://www.ahima.org/vents/2015webMarch-DRG>

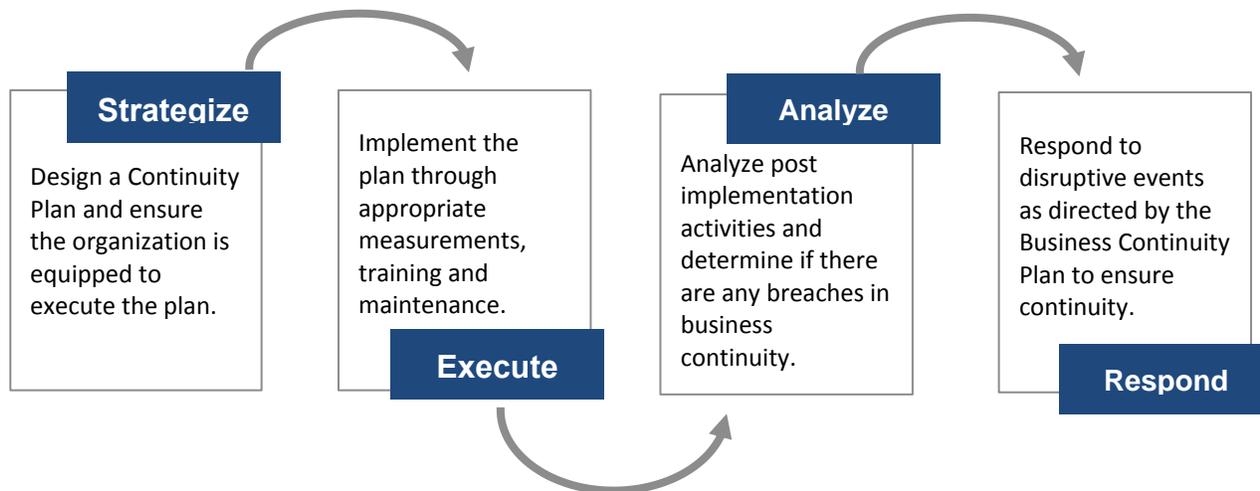
**AHIMA Coder Academy for ICD-10-CM/PCS**  
03/30/2015-04/01/2015  
Las Vegas, Nevada  
<https://www.ahimastore.org/ProductDetailMeeting.aspx?ProductID=17901>

**ICD-10 Documentation Training for Physicians**  
3-hour online course offered by medical specialty  
<http://www.aapc.com/ICD-10/ICD-10-physician-documentation.aspx>

*\*Note that the links above are provided as informational resources only and do not constitute an endorsement of any non-Government site or entity.*

## What is a Business Continuity Plan?

WEDI explains the purpose of an ICD-10 Business Continuity Plan (BCP) is to “provide an overview of activities to ensure operational continuity of healthcare services and effectiveness of the industry value-chain” following the ICD-10 implementation date.<sup>iii</sup> This is more of a comprehensive approach that focuses on ensuring business process continuity, which is separate from a Continuity of Operations Plan (COOP) which focuses more on how to conduct business in the event of a full or partial system outage. A BCP has more to do with how to identify and address when a business process isn’t working as expected or as required. Consider the phases outlined below in developing your site’s continuity plan.



ICD-10 implementations in other countries cite important lessons learned for business continuity, including:



**Identify a project leader and multidisciplinary task force** to oversee the implementation to ensure all aspects are considered. Ensure that there is involvement on multiple levels and a strong communications plan in order to quickly identify and address any continuation issues that may arise.



**Education is key to minimizing productivity and quality impacts.** It is important to identify where training efforts are weak and provide remediation training in order smooth transition.



**Planning, preparation, and patience are important to success.** Early planning along with repurposing, monitoring and status information can provide the opportunity for enhanced analysis and issue response. These tools include war rooms and hot lines help identify and address issues fast, or key performance indicators with clear baseline statistics to facilitate tracking.

## MHS Plans for Continuity

Business process continuity primarily happens at the MTF level. The Services medical departments have initially assessed BCP specific to their needs. DHA and the MHS ICD-10 Integrated Project Team (IPT) will help facilitate broader communications and integrated activities as needed.

For more information, please contact: [HIPAATCSmail@dha.mil](mailto:HIPAATCSmail@dha.mil)

Or visit <http://www.tricare.mil/tma/hipaa>.

i Natale, Carl. "U.S. Healthcare Braces for Lost Medical Coding Productivity." ICD10 Watch. N.p., n.d. Web. 26 Jan. 2015.

ii Fahey, Maureen, Mary Bessinger, and Charles Rackley. "Denial Management in an ICD-10 World Starts Today." HIMSS. N.p., n.d. Web. 20 Jan. 2015.

iii Hatch, D. K. "ICD-10: Business Continuity Contingency Plans." WEDI. Web.