



Be Prepared: ICD-10 Impact Assessment Guidelines

Conducting an ICD-10 Impact Assessment is important for practice's to identify areas of potential productivity loss and cash flow interruptions. If your practice has already conducted an ICD-10 Impact Assessment, consider reviewing again for potential gaps or new information to ensure areas aren't overlooked and priorities are established.

- ICD-10 Project Plan – Review your ICD-10 project plan to confirm you've taken all required steps including system upgrades, system functionality training, and ICD-10 code set training. Make sure to review interfaces for diagnosis codes as dialog with vendors and testing may be required.
- Patient Payment Processes – Consider when payments are taken and if this should be revised. If payments are invoiced upon receipt of EOB, changing workflow to take payments at time of service ensures collection of copays and may improve cash flow during the ICD-10 transition.
- Coding – Coder productivity is expected to be impacted by ICD-10 as coders adjust to the new code set.
 - Provide ample training and refresher training to coders and consider dual coding. Thorough training is critical for coder success in ICD-10.
 - Conduct a time study of current coding time in ICD-9 compared to time to code in ICD-10 to analyze gaps.
 - Research and provide coding tools to coders to assist with the coding process. There are many on line coding tools and free crosswalk programs that can be utilized.
 - Crosswalk your top 25 diagnosis codes to use as a reference.
 - If using an outside agency for coding, confirm their readiness plans for coding training and productivity.
- Clinical Documentation – Provider documentation must contain the specificity and additional requirements to substantiate ICD-10 coding. Review documentation for top diagnoses and ensure it fully meets the criteria to support ICD-10 coding. Adjust documentation now to reduce changes and rework at the ICD-10 implementation date.
- Cash Reserves – Increased time required for documentation, coding, and payer processing could impact revenue. This may increase the requirement for working capital. Review cash reserves to determine if amounts should be adjusted. The amount of cash reserves varies greatly by practice depending on size, specialty, payer mix, and patient mix.
- Monitoring Plan – ICD-10 doesn't stop at the implementation date. October 1, 2015 starts an important monitoring phase. Assemble a monitoring plan that includes reviews of denials, diagnosis related errors, and days A/R. Audit coder productivity and provider impact closely to determine if additional resources or assistance are needed.