



ICD-10 Next Steps

for EZ-CAP Users

Agenda

- Approaches to common challenges:
 - How to quickly complete your impact assessment
 - What to do after the impact assessment
 - How to determine the impact to specific code sets
 - How to use predictive modeling
 - How to use metrics to prevent business disruption
 - Which data conversion strategies to use
 - How to prepare for ICD-10 testing
 - Where to find the needed resources and processes
- Q&A Session

How to quickly complete your impact assessment

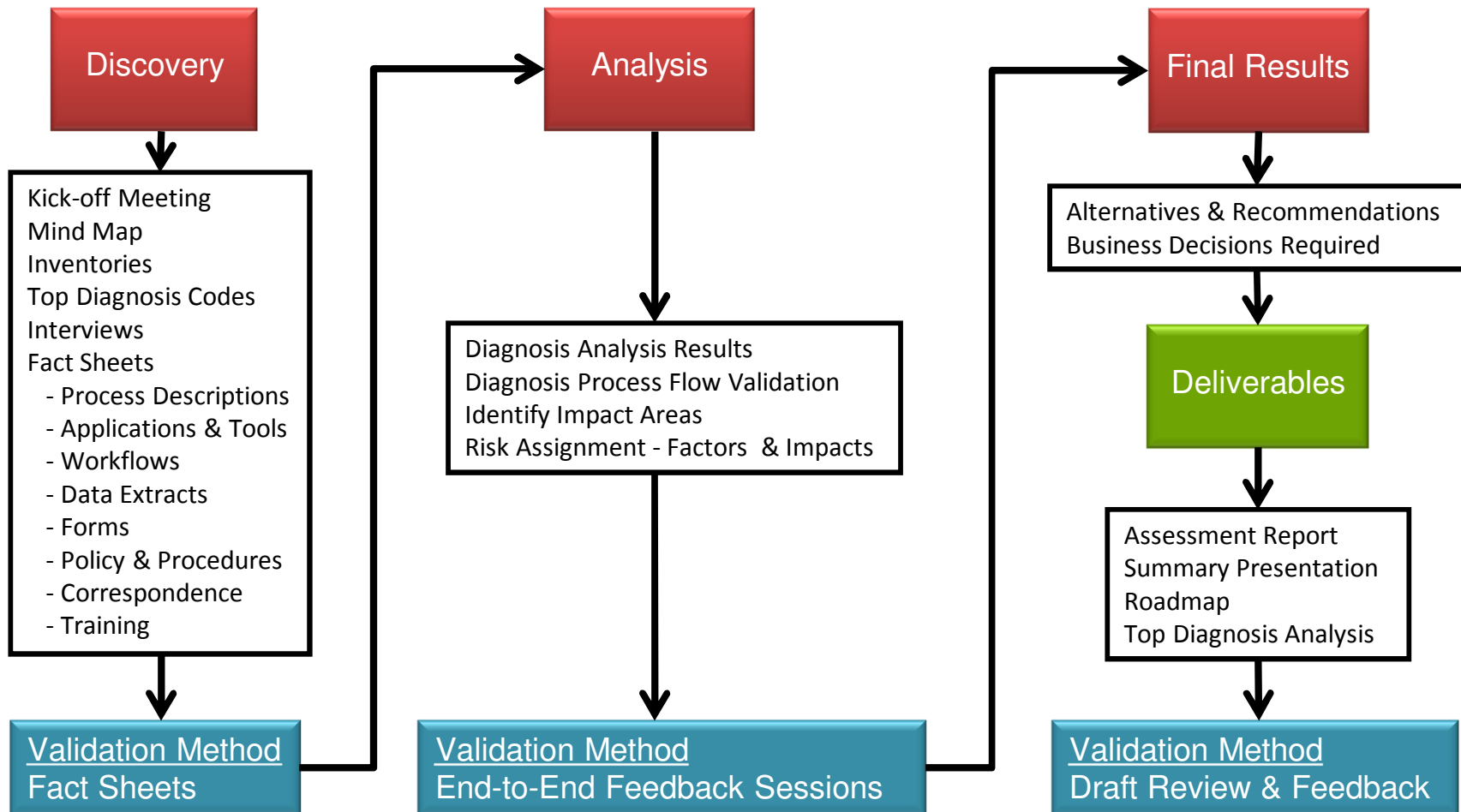
I feel I'm behind in completing my impact assessment. How can I complete this assessment quickly to get the information I need to budget and plan for ICD-10?

- The critical first step must be completing an impact assessment to understand:
 - Extent of impact
 - Skill, resource and budget needs
 - Priorities and “must do”
 - Timeline to implementation

How to quickly complete your impact assessment

- HCIM & AXIOM's Custom Approach to Impact Assessment
 - Full Engagement
 - Participatory Approach
- Impact Assessment Components
 - Approach Overview
 - Pre-Proposal
 - Pre-Arrival
 - Discovery Phase
 - Analysis Phase
 - Results and Deliverables Phase

Impact Assessment Process



Pre-Proposal

- Pre-Proposal Questionnaire to Determine:
 - Number of sites, lines of business
 - Pricing methodologies
 - Core systems
 - Interfaces
 - Inventories

Pre-Arrival

- Pre-Arrival Questionnaire to Determine:
 - Logistics
 - Key Contacts
 - Data/Documents Required for Review
 - Typical agenda

Kick-Off Meeting

- Introductions
- Review process
- What client can expect from us
- What we need from client
- Agenda review
- Awareness training

Mind Mapping

What is Mind Mapping?

Mind Mapping is a unique approach for defining the impacts of ICD-10 within an organization because:

- ICD-10 impacts are not specifically defined by legislation. Rather, the impacts turn out to be different within each organization.
- Most organizations have a good inventory of their IT components, but not of their business processes.

Mind Mapping, cont.

How does Mind Mapping work?

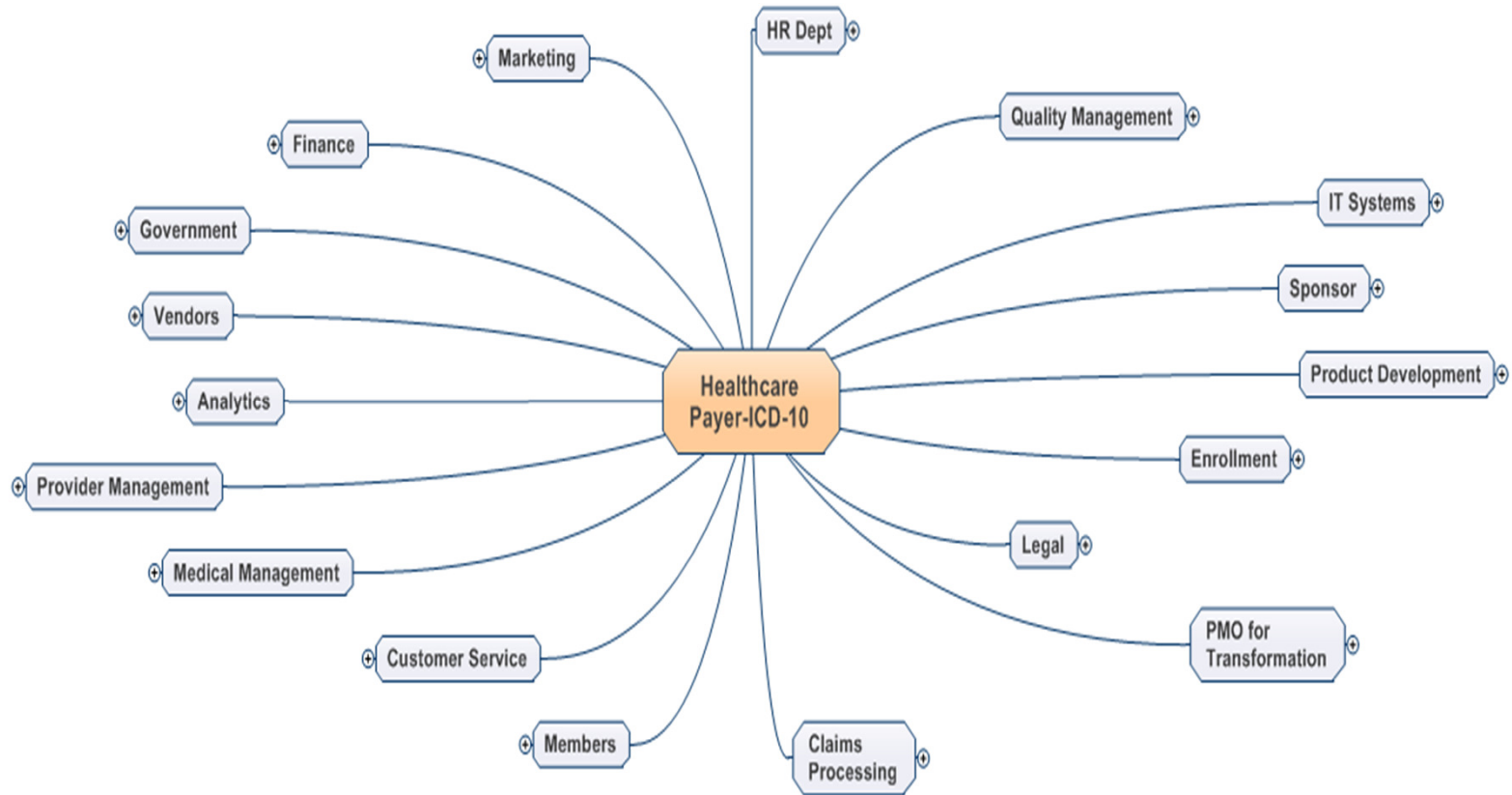
A “mind mapping” session is conducted with management from all key departments. During the session, the group:

- Defines at least two levels of process in each major area of the organization.
- Agrees on a “risk factor” for the degree of potential impact with ICD-10.

Following the session, the client will receive a copy of the “mind map” and discussion notes from the session.

Mind Mapping, cont.

Mind Mapping Example – Payer



Mind Mapping, cont.

What is the goal of Mind Mapping?

To make decisions about next steps, which include:

- What areas are not impacted – don't need to go into further detail.
- What areas are high risk – look early and go deep.
- What processes are well defined – what processes need additional definition.

To provide a basis for starting the Business Process Inventory.

Process and Component Inventory

During the discovery phase the following inventories need to be created/updated if not already available:

- Technical components
- Business process components
- An inventory of reports should also be created
- If desired we provide a template to document these inventories

Process and Component Inventory, cont.

ICD - 10 BUSINESS PROCESS IMPACT ASSESSMENT INVENTORY TRACKING												
PREPARED BY:		Name:		Contact Info:		Date Last Updated:						
Inventory ID	Business Process Name	Business Owner Name	Business Owner Contact Info phone & e-mail	Impact Description Summary	Dependent Business Processes	Dependent Process Owner Name	Dependent Process Owner Contact Info phone & e-mail	Dependent Process Impact Description	System Linkage	Impact Level Rating	Strategic Opportunity Candidates	Comments

The following also needs to be considered and included in the inventories:

- Business processes
- Policy and procedures
- Contracts and pricing methodologies
- Forms and/or super bills
- Correspondence
- Vendor applications
- Custom applications
- End user desktop applications (i.e. Access or Excel spreadsheet functions)
- Internal and external interfaces
- Business rules that drive business flows or routing
- All reporting
- Data warehouse functions

Top Diagnosis Codes

During discovery, analysis is completed for your top 10 diagnosis codes if desired. This is highly recommended in order to frame and validate all findings:

- Provide your top 10 to 20
- Selected by either high volume, high cost or both
- Organized by key organizations or lines of business

Analysis of the top diagnosis codes is extremely critical for an organization to fully understand the impact of ICD-10.

Interviews

Interviews are conducted with each business area during discovery in order to gather critical information about business processes.

- Customized Interview Guides are prepared for each business area, including IT.
- The interview guides are generated from our standard guides using the pre-assessment information and the results of the mind mapping session.

Interviews, cont.

ICD-10 Functional Area Interview Guide – Quality Management

Client: _____

Interview Conducted By: _____

Date: _____

Person(s) Interviewed: _____

Legend	
Remediation Method	Impact Severity
- Vendor Product	- High
- Business Process	- Medium
- Business Decision	- Low
- Code Development	
- Unknown	

Note: Any reference to diagnosis or procedure herein assumes that data will be gathered about diagnosis code and description and/or procedure code and description. There are circumstances where code description rather than code may be utilized.

#	QUESTION	RESPONSE	REMEDIAION METHOD
		ASSESSMENT FINDINGS & NEXT STEPS	IMPACT SEVERITY
1	Quality Management can be divided into two categories – 1)reporting, internal tracking and resolution of quality issues and 2) quality reporting for oversight and governing bodies, such as National Committee for Quality Assurance (NCQA), HEDIS reporting, CAHPS 4.0 surveys and Department of Insurance (DOI) reporting. Oversight and reporting can vary by plan, depending upon the state. Diagnosis is often an integral part of both categories, ICD procedures may, occasionally, be reported as well. Discuss QM in general, find out what reporting the plan participates in and/or is required to submit. Obtain any workflow processes.		
2	How are quality issues reported, internally tracked and resolved?		

Fact Sheets

The interviews are documented in fact sheets, which are distributed for review and approval by the participants. This is the validation step of discovery.

Medical Management -- ICD-10 Impact Fact Sheet Prepared as a result of work session held February 24, 2011



Objective: In order to identify all ICD-10 impacts to XXXXXX and prepare a practical approach to implement this healthcare mandate it is critical that you validate what we captured in your work session. Please review the information in this fact sheet and confirm it is accurate. We appreciate your quick response with approval or corrections in order to include your area on the overall plan. Please send an e-mail to Ann Kushmick and Josephine DiRaffaele with your agreement or corrections. Thank you.

Medical Management Attendees:

- John Doe
- John Smith

Other Attendees:

- Jane Doe
- Axiom team member 1 & 2

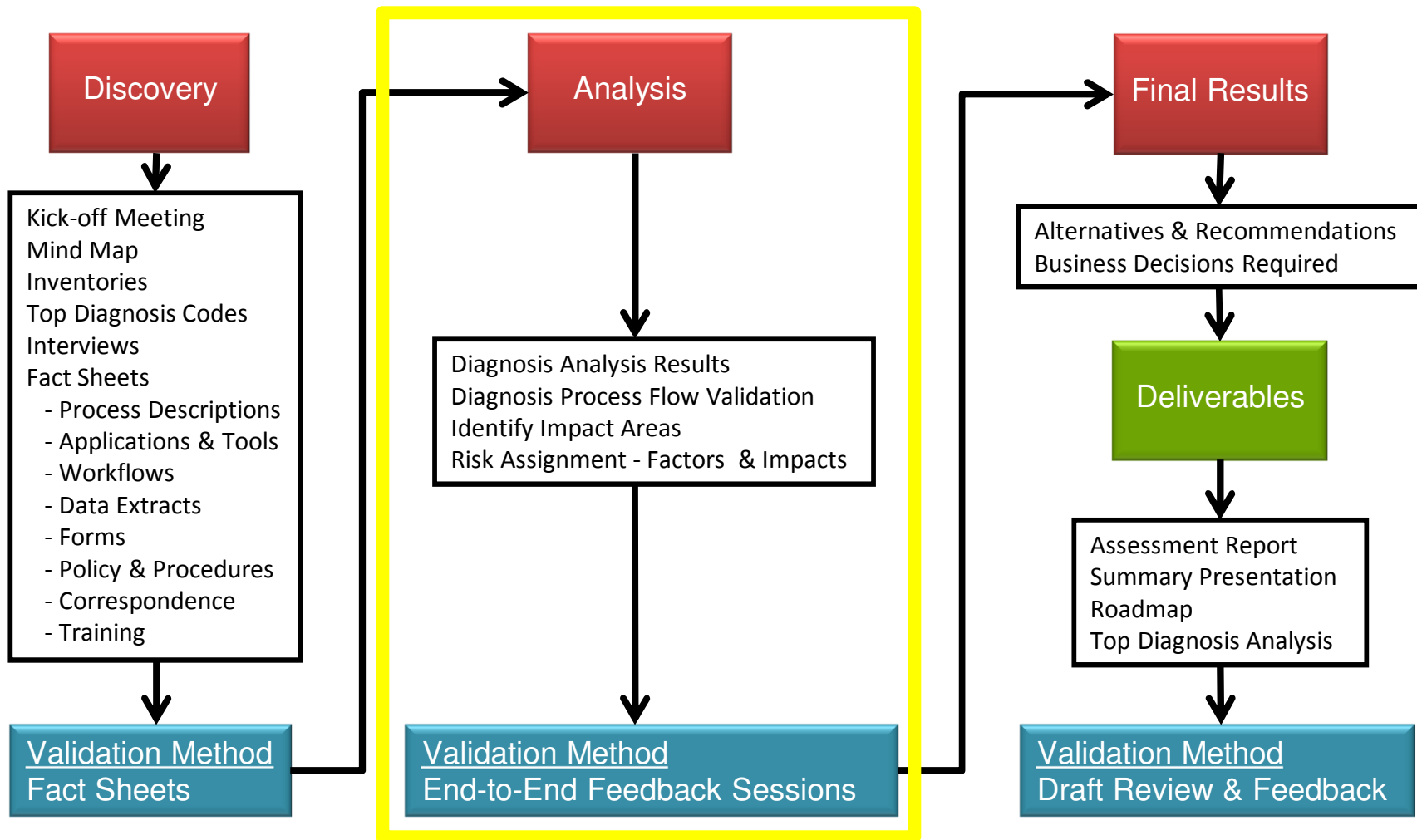
Facts

- **Case Management:**
 - Case Management is required for all of our SNP products and our Homefirst product. Case loads are assigned by geographic location and language requirements when possible.
 - For non-SNP products, case management opportunities are determined based on

Fact Sheets, cont.

Applications Used within Function: <ul style="list-style-type: none">• CCMS and Disease Monitor (Case Management)• InterQual – McKesson (Utilization Management)
Desktop Tools: <ul style="list-style-type: none">• None
Workflows or Work Queues: <ul style="list-style-type: none">• None
Data Extracts or Imports: <ul style="list-style-type: none">• Extracts from MCO are currently fed into CCMS Disease Monitor. Work is currently underway to integrate these two products.• Data extract to MedAssurant for HEDIS reporting.
Forms: <ul style="list-style-type: none">• Cheat sheets will need to be updated with new codes.
Policy & Procedures: <ul style="list-style-type: none">• Do not include disease-level information.
Correspondence: <ul style="list-style-type: none">• None
Training Needs: <ul style="list-style-type: none">• Case Managers are not believed to need training on the new codes as they don't enter or use codes today because cases are socially driven (pre-qualified) not driven by disease management. They are minimally impacted as long as the McKesson product still provides lookup functionality.
Reporting <ul style="list-style-type: none">• For Case Management, Reports are generated through CCMS or Disease Monitor but are not for internal or external distribution. Reports are for case management goals and needs only.• HEDIS audits are outsourced.
Action Items after Session: <ul style="list-style-type: none">• None
Follow-on Reviews: <ul style="list-style-type: none">• Post assessment - need to discuss with the vendor what will happen with historical data in CCMS

Impact Assessment: Analysis Phase

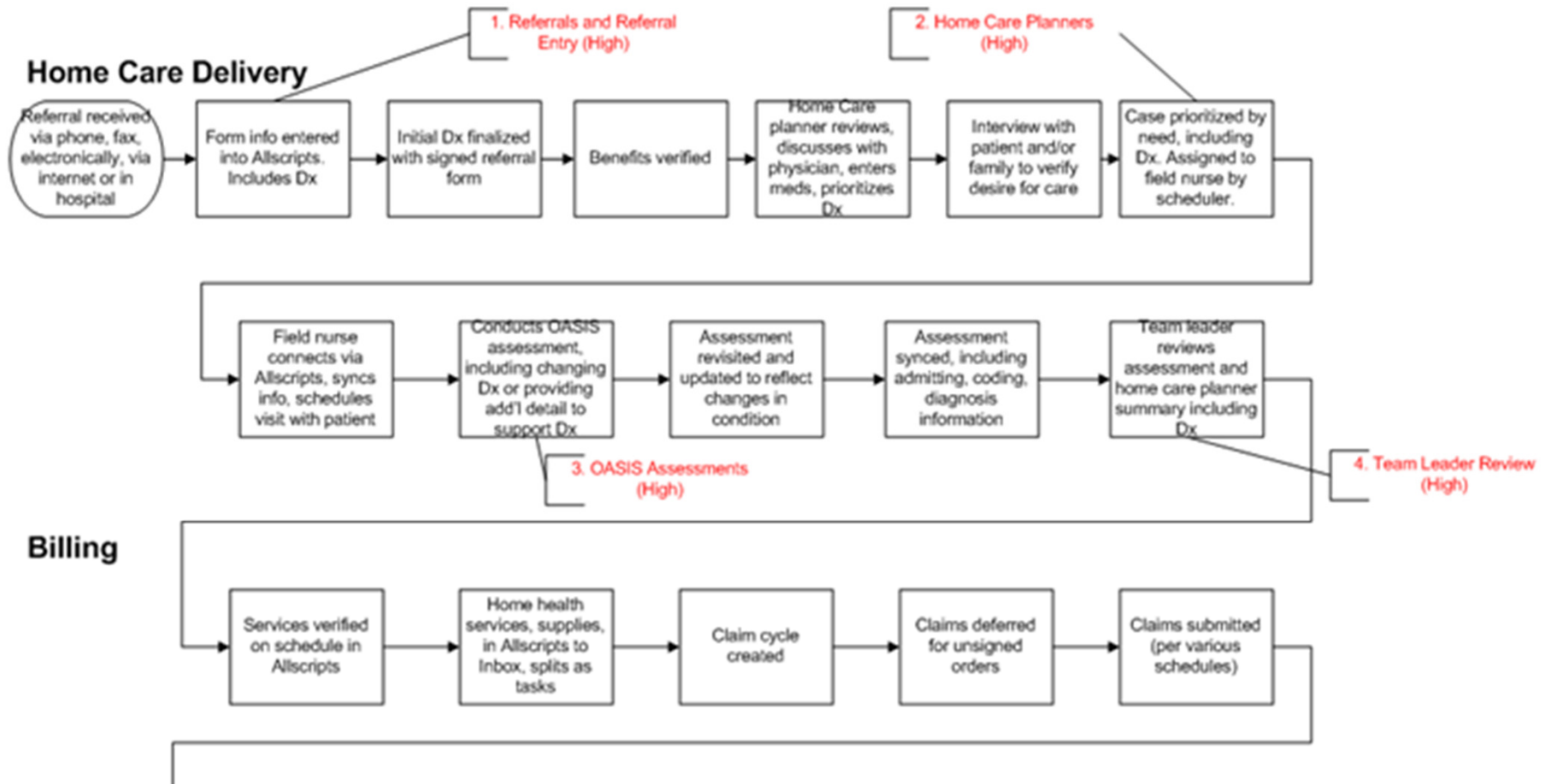


Analysis Phase Overview

The analysis phase includes activities such as:

- Completing clinical analysis of the top diagnosis codes.
- Developing diagnosis process flow diagrams to validate facts and identify open issues and missing links.
- Conducting work sessions with each area involved in end-to-end processes in order to:
 - Walk-thru and validate diagnosis flow diagrams
 - Review clinical analysis
 - Resolve any open issues
 - Obtain approval

Diagnosis Process Flow Example



Risk Assignment Example

Home Care Planners (High)

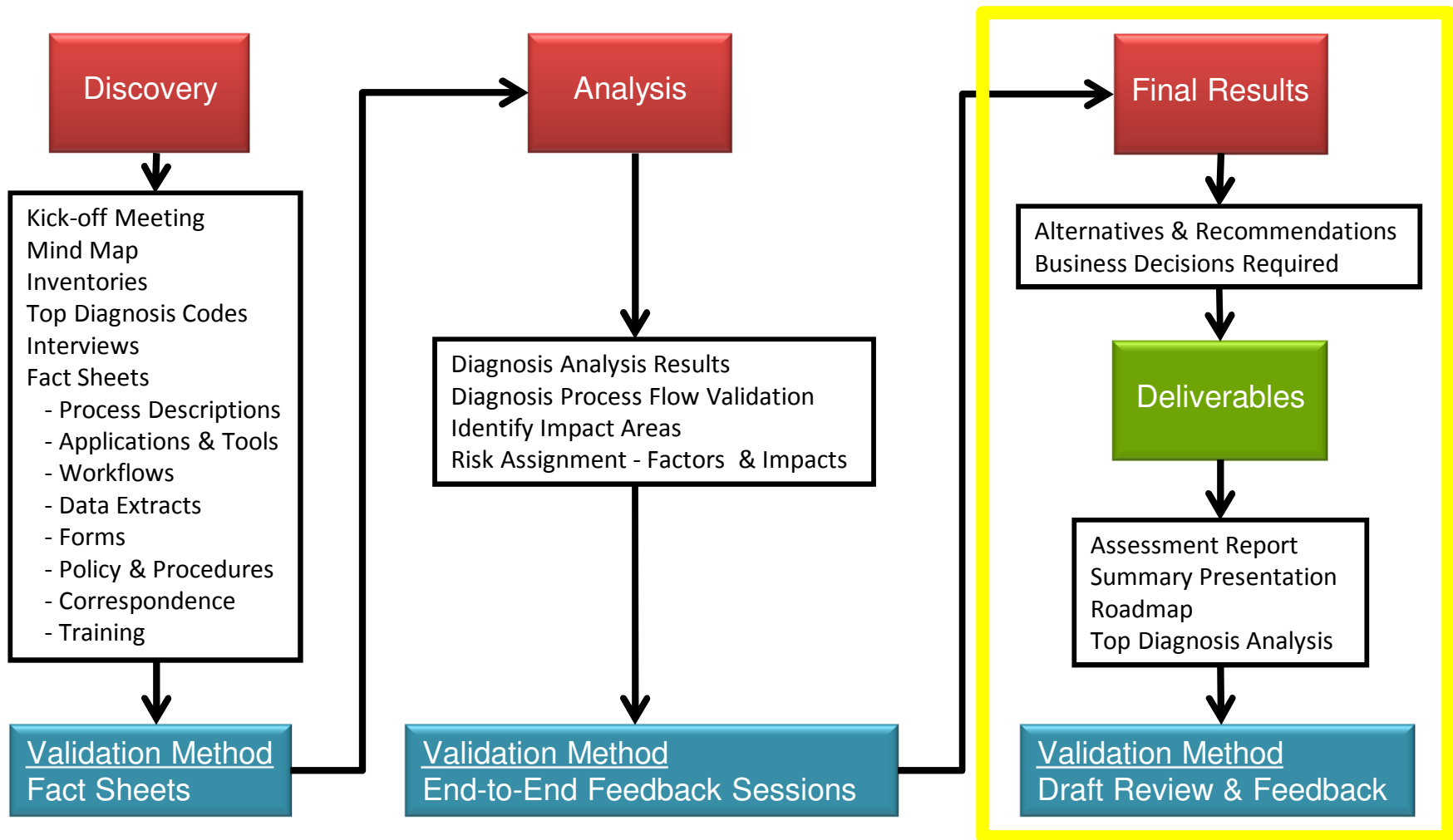
Risk Factors

- Capturing needed level of documentation
- Experience in ICD-10 and new prioritization
- Increase in human errors
- Greater need to validate the referral Diagnosis

Potential Impacts

- Loss of productivity to go back to capture missing info
- Complexity of codes increases the volume of human errors
- Claim rejects
- Delayed payment
- Potential change in reimbursement

Impact Assessment: Final Results & Deliverables



Final Results

Once Discovery and Analysis are completed, the focus turns to outlining the final results, which includes:

- Categorizing impacts/risks and assigning final impact ratings.
- Evaluating alternatives and developing a set of recommendations.
- Developing a set of critical business decisions that need to be made to move into the next phase.
- Preparing deliverables.

Deliverables

- Top Diagnosis Clinical Analysis
- Impact Assessment Report
- Implementation Roadmap
- Summary Presentation
- Work Sessions Deliverables:
 - Mind Map Results
 - Fact Sheets
 - Diagnosis Workflows
- Project Status Reports and Executive Reviews

Customized Client Participation Approach

- To reduce the cost of the assessment, clients can elect to complete many of the discovery phase tasks themselves, instead of our consultants conducting onsite interviews.
- This data capturing, however, is based on packaged questionnaires for each business area that we provide.
- Some of the services are optional and can be added on to the assessment phase or deferred to a follow-on effort.
 - Diagnosis Code Analysis
 - Mind Mapping

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Implementation Strategies

ICD-10 is a far reaching change in U.S. healthcare and may cause major transformation in your organization.

- ✓ Communication Strategy
- ✓ Training Strategy
- ✓ Data
- ✓ Reporting
- ✓ Process Improvement
- ✓ Technical Integration
- ✓ Testing

Detail Analysis

We have extensive experience in all types of analysis to support ICD-10. We recommend mitigating risk by focusing first on your high risk areas.

- Using your historical data, perform analysis to determine high dollar/high volume codes.
- Simulate potential revenue impact by modeling your high cost claims to new ICD-10 code sets including DRG grouping.
- Identify current providers that are submitting claims based on unspecified or general code sets.

Detail Analysis, cont.

- Perform clinical analysis and expedite the development of an intelligent, custom ICD-9 to ICD-10 x-walk that will assist you in:
 - ✓ Outreach communication to Providers
 - ✓ Test scenario development for high risk claims that you may be receiving
 - ✓ Cross-walking data warehouse historical data to support reporting
 - ✓ Predict risk of achieving “revenue neutrality”

Planning for Implementation Impact

- Develop detail remediation/implementation plan based on high risk areas as a priority
 - ✓ Key milestones
 - ✓ Dependencies
 - ✓ Critical path
- Risk contingency planning
 - ✓ Identify and classify risks
 - ✓ Determine probability
 - ✓ Define mitigation and fall back plans
 - ✓ Identify key go/no go decision dates in plan

Planning for Implementation Impact

How will I know if post implementation results are what I expected?

➤ Business Metrics

- ✓ Validate current business metrics
- ✓ Define pre- and post-implementation expectations
- ✓ Benchmark these metrics
- ✓ Determine monitoring techniques and trigger points for investigation

Development

Our remediation services are tailored to your environment. We support a broad range of technologies and specialties including:

- ✓ Benefit design
- ✓ System configuration
- ✓ System integration
- ✓ System upgrades
- ✓ Custom portal and application development
- ✓ System selection

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How to Prepare for Testing

ICD-10 testing will be especially challenging and will require end-to-end testing with your trading partners. Our testing services include:

- ✓ Test planning
- ✓ Trading partner outreach
- ✓ Test scenario development
- ✓ Test data developed from your historical data and the use of the clinical conversion analysis performed earlier
- ✓ Test execution

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Why HCIM & AXIOM?

- HCIM's hands-on industry experience combined with AXIOM System's ICD-10 expertise provides real value
- Superior results through best practices implementation
- Cost effective approach to developing solutions
- Rapid deployment due to prior business knowledge
- Use of our proven processes, methodologies and tools, customized to your needs
- Our services are driven by our extensive knowledge of the "business of healthcare" and detailed understanding of the regulatory and technology issues



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Q&A Session

➤ Any Questions?

Thank You

- For more information about HCIM and AXIOM's ICD-10 solutions and services, please contact:

