ICD-10 Countdown: Focus on Education

There are now less than 10 months until the transition to ICD-10. As the timeline grows shorter, it’s essential to make the best use of the time between now and Oct. 1 to ensure your implementation readiness. This year, medical practices will allocate a significant amount of time and funds to ICD-10-CM education and training. To effectively apportion those funds, each practice should take into consideration the training needs specific to the group.

This article focuses on identifying training requirements and considerations for optimizing your training time and budget.

Training should include anyone in the practice working with medical coding, including physicians and other non-physician providers, coders and billers, clinical staff including MA’s and nurses, IT, and administrative staff.

There are a myriad of options for training, including boot camps, workshops, webinars, software applications, and self-study programs both on paper and online. For physicians and non-physician practitioners, the training program should emphasize documentation improvement. The cornerstone of ICD-10 coding is documentation specificity that matches the diagnosis coding options.

The training program you build for your practice should be specific to your practice and its unique needs. Here are some of the internal practice variables to consider:

Practice Specialty

A urologic practice is more focused on learning the impact of ICD-10-CM on urology billing than on the specific coding nuances of cardiology, for example. Check out options that are specific to your specialty. If your practice is multispecialty, you may need a program that is capable of focusing on different specialties.

Practice Volume

Budget predications for training vary from about $2,500 for a small practice (e.g., solo or two-provider practice) to $46,000 for a large group of 50-100 providers.

OMA Member Benefits

Save on 2014 Coding Books

OMA members may purchase AMA coding books and other publications at a discounted rate at www.theOMA.org/store. The 2014 editions of ICD-9, ICD-10 and CPT coding books and other coding resources are now available. This year, we’re offering members even deeper discounts off the AMA retail price. To order publications via e-mail or fax, or for more information about this discount program, please call (503) 619-8000.

Transition & Translation Software

Fast, easy, and affordable Ready10 tools will help your practice ensure a successful transition to ICD-10.

The web-based Ready10™ Translator converts ICD-9 codes to more specific ICD-10 codes in seconds. This proprietary crosswalk tool is accessible from any computer and features multiple code lookups, bi-directional conversion, print capabilities, and the ability to save favorites and create flash cards to serve as documentation training tools for your entire staff.

The Ready10™ Basic delivers everything you need to prepare and manage your practice through the transition—all in one place. It’s a user-friendly, comprehensive step-by-step road map for the ICD-10 transition that works as a web-based “virtual consultant” and includes all the tools needed for a smooth transition.

The Ready10™ Pro includes everything from the Ready10 Basic package plus five hours of personalized, expert consulting, plus review of 50 charts to see how your current documentation practices stack up to ICD-10’s increased specificity. With the help of Ready10 Pro, your entire practice will be fully engaged and ready for the transition.

Learn more and order these valuable resources today at www.cpticdpros.com/OMA.

Other ICD-10 Resources

OMA: www.theOMA.org/ICD-10
CMS: go.cms.gov/Rn1hgl
Group Dynamics

For many practices, a “train the trainer” program may be a cost effective approach. The most popular model includes sending a staff member, usually a coder or biller, through an intensive training program. That individual then comes back and is responsible for training the rest of the practice. If you are considering that option, you also need to take into consideration the strength of the staff member designated to provide training. Can this person educate effectively, especially if training involves strong personalities? Sometimes training exposes other weaknesses in the proposed program. Is your internal trainer qualified to identify trouble spots and work with management to review and resolve those issues?

Staff Roles and Responsibilities

Billers and coders need detailed training on code interpretation. The IT staff needs more technical information on the impact of ICD-10 code structures. Both the focus of training and the amount of training will differ depending on the role of the training participants.

If your physicians are expected to assign actual codes, then they need more detailed training that focuses on actual codes as well as documentation requirements. If your coding staff has the primary responsibility for coding based on the documentation, then your physicians need training that is more focused on ICD-10-CM specificity as it relates to documentation requirements.

Your coders may also need additional anatomy and physiology and medical terminology training.

If you are using a “train the trainer” plan, in addition to intense ICD-10-CM training, your internal trainer may need additional education and support on how to effectively train.

Individual Learning Styles

Educators have identified a number of different learning styles. Knowing how your training participants learn most effectively and accommodating those needs as much as possible may be a very effective use of your training dollars.

Check out the support tools and “hard copy” deliverables that come with training programs. There are software applications available to support or provide training. There are also coding aids, flash cards, quick reference tools, etc. If you are sending someone to a “train the trainer program,” at least one of the deliverables should be a training curriculum for your internal trainer to follow.

Don’t leave training to the last minute. The first three quarters of this year are optimal for both providing training and measuring its effectiveness prior to implementation.

OMA ICD-10-CM Education Programs

Details and registration are available at https://theOMA.inreachce.com.

The OMA has developed a comprehensive slate of ICD-10-CM education programs designed to support the needs of your providers, coders/billers, and clinical staff. The programs are multi-faceted, taking into consideration the type of education necessary for each role. Courses are taught through workshops and webinars, providing a link between learning styles, and take into consideration specialty specific needs.

Beginning in February, the OMA will provide full-day workshops for coders, followed by a half-day session for physicians and non-physician providers. The workshops will debut in Portland, and then be presented in five cities around the state throughout March, ending with final workshops in Portland in April.

The full-day program for coders is intended to provide coders with education on the concepts and conventions unique to ICD-10-CM including chapter and specialty specific training and coding case studies. It is also intended to address the coder’s unique role in the diagnosis coding transition, including its challenges and opportunities. It includes a segment with tips on effectively filling the role of a “trainer” in a “train the trainer” scenario. This workshop is a prelude to specialty-specific webinars to follow.

The second day consists of a companion half-day workshop designed for physicians and non-physician providers. It focuses on the conventions and concepts of ICD-10-CM, including the role of the “7th digit” and ties to the documentation specificity requirements of ICD-10. It will also include specialty-specific case studies.

Also beginning in February and continuing through April, the OMA will present a series of specialty specific webinars, each focusing on a different category of ICD-10-CM. Each 90 minute webinar allows medical specialties to spend their training time focusing on their own specialty-specific needs.
In May, the OMA will provide a half-day workshop led by Dr. Joe Nichols on documentation for physicians and non-physician providers. The workshop will be in Portland with an on-demand webinar to follow. Dr. Nichols is an orthopedic surgeon and a certified ICD-10 coding trainer. Providers will definitely benefit from this opportunity to learn from one of their peers how to correlate the specificity requirements of ICD-10 with their own documentation.

Also scheduled in May is a 90 minute webinar regarding ICD-10 education for clinical staff, including MAAs and nurses. This webinar will provide basic information on coding and ICD-10-CM codes and requirements for services clinical staff are likely to provide that involve diagnosis coding.

See below for more details on upcoming ICD-10 programs from the OMA.

**Just Starting Your ICD-10-CM Implementation Planning/Process?**

Over the past several years medical practices have faced a number of technical challenges including e-prescribing, PQRS, the 5010 upgrade, and Meaningful Use. Many have also recently purchased or upgraded their EMR systems as a result of the stimulus package. For a lot of practices, there hasn’t been time to focus on the upcoming ICD-10 implementation.

Some practices haven’t yet been convinced the change is actually going to occur. The latest word from CMS is that they are intent on holding to the current implementation date.

If you are just beginning to think about the reality of ICD-10, especially in light of the short timeline between now and implementation, the OMA has a number of tools and resources available to help you. The OMA has been sponsoring ICD-10-CM preparation webinars for the last several years. Those webinars are available on-demand from the OMA. Also, the OMA has a dedicated ICD-10 web page with additional information including links to current and past ICD-10 newsletters covering all aspects of the implementation. Learn more at [www.theOMA.org/ICD-10](http://www.theOMA.org/ICD-10).

OMA members get discounted prices on coding books and a wide variety of AMA publications, including ICD-10-CM code books, ICD-10-CM mapping books, and other ICD-10 specific publications. Learn more about available publications at [www.theOMA.org/store](http://www.theOMA.org/store).

You can also obtain fast, easy and affordable ICD-10-CM transition software and solution tools through Complete Practice Resources. Learn more about these products at [www.cpticdpros.com/OMA](http://www.cpticdpros.com/OMA).

**Coding Case Study: An Unspecified Code**

Your provider has seen a patient with a cellulitis on the right lower arm as a result of an altercation and scratches from the family cat. This is the initial encounter for the problem. The diagnosis you’ve been given is “cellulitis.” How do you code this?

There is an ICD-10-CM code “local infection of the skin and subcutaneous tissue, unspecified” (L08.9), which is the ICD-10-CM equivalent of “cellulitis, unspecified.” Should you report that code? No, this is not specific enough. While the unspecified code does exist in ICD-10-CM, it would not likely be paid because, in this case, the provider has treated the patient and the location of the cellulitis is known. Both the documentation and the code should reflect that.

Here’s the code you should report:

<table>
<thead>
<tr>
<th>Category</th>
<th>Subcategories</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cellulitis &amp; acute lymphangitis</td>
<td>Cellulitis &amp; acute lymphangitis of other parts of limb</td>
<td>Right lower limb (final code)</td>
</tr>
<tr>
<td>L03</td>
<td>L03.1</td>
<td>L03.11</td>
</tr>
<tr>
<td></td>
<td></td>
<td>L03.115</td>
</tr>
</tbody>
</table>

In addition, to report the circumstances of the injury, the following code should be reported:

<table>
<thead>
<tr>
<th>Category</th>
<th>Subcategories</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact with other mammals</td>
<td>Scratched by cat</td>
<td>First encounter (final code)</td>
</tr>
<tr>
<td>W55</td>
<td>W55.0</td>
<td>W55.03</td>
</tr>
<tr>
<td></td>
<td></td>
<td>W55.03xA</td>
</tr>
</tbody>
</table>

Note: per ICD-10-CM instructions, the code requires a seventh digit (A, D, S) to identify if this is the initial encounter, subsequent encounter, or sequela. However, since the code only has five digits to begin with, a placeholder (x) is required so that the encounter digit is in the proper location.
Chart note documentation should include the following information to substantiate the codes:

- Nature of the problem (cellulitis)
- Location of injury (lower right arm)
- How the injury occurred (cat scratch)
- The fact that this is the initial encounter for the problem

Additional information is required for clinical purposes (e.g., when the injury occurred, the presentation of the injury, treatment, disposition, etc.).

**OMA Helps Steer ICD-10 LAUNCH Collaboration Group**

The Local Association United for Collaboration in Healthcare (LAUNCH) is a partnership of health care organizations, professional associations, payers and health care professionals committed to making the transition to ICD-10 a successful effort by pooling resources, collaboratively identifying and addressing implementation challenges and sharing information.

LAUNCH began its collaboration as the Local ICD-10 Collaboration group focusing on the 5010 transition and the challenges of the migration to the new platform. The collaborative approach and information and resource sharing proved to be invaluable to all stakeholders, and based on lessons learned from the 5010 transition the focus has turned to the next step—ICD-10 implementation.

The collaborative is guided by a council, which is open to representatives of all stakeholders involved.

Contact Juli Koprowski at juli@theOMA.org if you are interested in being a part of this group and want to be added to the meeting invitation and distribution list.

The OMA participates in this collaborative group along with the following participating organizations: Cambia, Kaiser, Legacy, Multnomah County Health Department, Noridian Healthcare, OAHHS, OHSU, Payer Connection, Peace Health, The Portland Clinic, Premera Blue Cross, Providence, Rebound Orthopedics & Neurology, Regence, Relay Health, Salem Health, St. Charles Healthcare, Sunset Medical, Trios Health, Tuality, UHC, and Valley Med.

One item this collaborative group is working on is identifying and notifying practices of ICD-10 education within local communities around the state. An awareness letter has been developed and will be mailed to practice managers statewide in a tiered release manner.

**Noridian Speaks to ICD-10 Testing**

EDI Support Services opened up testing for ICD-10 on Oct. 1, 2013.

_What role does EDISS play in ICD-10?_

EDISS supplies a method for our submitter community to test their ICD-10 related electronic claims. Overall, this is just a small piece to the industry-wide ICD-10 implementation.

_What is the purpose of ICD-10 testing with EDISS?_

ICD-10 testing allows electronic submitters to test the updated ICD-10 code sets and corresponding qualifiers in their software to ensure that when Oct. 1, 2014 arrives their claims will be accepted and passed on to payers.

_What do you as a tester need to know?_

Testing will be completed in Total OnBoarding (TOB) or EDISS Connect.

Since ICD-10 is Date of Service (DOS) driven, use a DOS of Oct. 1, 2014 or later to ensure accuracy of your testing. Formal recertification is not required like it was during 5010 testing.

_Need more information?_

For additional information, EDISS recommends:

- Visiting the CMS ICD-10 page for updates at http://go.cms.gov/1eFPh33.
- Signing up for e-mail update messages at http://go.cms.gov/1j4LwYg.
- Viewing CMS videos/tutorials on ICD-10 at http://go.cms.gov/1dbEGKE.

If you have additional questions, please contact the Noridian EDISS Contact Center at (877) 908-8431.
The OMA Is Here to Help You Prepare for the October 1 ICD-10 Deadline

There’s less than a year to go, and the OMA is offering a series of ICD-10 webinars and workshops to help you prepare. Details and registration information are available at https://theOMA.inreachce.com.

ICD-10 Specialty Training Webinar Series
Feb. 18 - April 15, 2014

This series of webinars is designed to provide coders with in-depth knowledge on each chapter of ICD-10-CM. The series begins with a general overview and advances through each chapter of ICD-10-CM, discussing diagnosis coding guidelines and specific coding rules, and providing comparisons and crosswalks to and from ICD-9-CM. Segments are split by specialty so that coders and providers with specific specialty interest can participate in segments most relevant to their practice. Clinical documentation issues relevant to the specialty topic will also be addressed. And, where appropriate, basic anatomy and physiology related to the case examples will be presented. The series provides the following areas of focus:

- Signs/Syptoms/Z-Codes: Feb. 18, 10:00 - 11:00 am
- Primary Care: Feb. 25, 10:00 - 11:30 am
- OB/GYN: March 4, 10:00 - 11:30 am
- Pediatrics: March 11, 10:00 - 11:30 am
- Eye/ENT: March 18, 10:00 - 11:30 am
- Musculoskeletal: March 25, 10:00 - 11:30 am
- Cardiology: April 1, 10:00 - 11:30 am
- Dermatology: April 8, 10:00 - 11:30 am
- Internal Medicine, April 15, 10:00 - 11:30 am

On the Road: ICD-10-CM Training Workshops for Coders
Feb. 26 - April 2, 2014

This dynamic, in-depth workshop for coders is devoted to a comprehensive chapter-by-chapter look at ICD-10-CM. This full-day workshop will de-mystify the concepts, algorithms and conventions behind ICD-10-CM codes and cover comparison and crosswalks between ICD-9-CM and ICD-10-CM. Re-gain your diagnosis coding expertise and learn how to identify and handle challenges and to adapt tools and learning techniques to meet the unique needs of your practice.

- Portland (metro): OMEF Event Center
  Feb. 26, 9:00 am - 5:00 pm
  April 2, 9:00 am - 5:00 pm
- Bend: Riverhouse Hotel & Convention Center
  March 20, 9:00 am - 5:00 pm
- Medford: Smullin Center/Asante Health System
  March 5, 9:00 am - 5:00 pm
- Pendleton: Pendleton Convention Center
  March 26, 9:00 am - 5:00 pm
- Eugene: Hilton Eugene Conference Center
  March 12, 9:00 am - 5:00 pm

On the Road: ICD-10 Training Workshops for Physicians, PAs and Other Health Care Providers
Feb. 27 - April 3, 2014

This workshop is designed to measure readiness and support physicians, PAs and other health care providers in their transition from ICD-9-CM to ICD-10-CM. Expert faculty will review coding workflow and practicality as well as explain the algorithm behind ICD-10-CM and clarify the role of the seventh digit. Through specialty-specific case studies, you’ll learn strategies to reduce internal productivity loss and how to document and code for specificity.

Bring some of your practice’s most frequently used codes either day, and we’ll show you how they crosswalk and how to identify your coding options and when more information is required to code to the specificity of ICD-10. We will offer workshops around the state on the following dates:

- Portland (metro): OMEF Event Center
  Feb. 27, 8:00 am - 12:00 pm
  April 3, 8:00 am - 12:00 pm
- Bend: Riverhouse Hotel & Convention Center
  March 20, 8:00 am - 12:00 pm
- Medford: Smullin Center/Asante Health System
  March 6, 8:00 am - 12:00 pm
- Pendleton: Pendleton Convention Center
  March 27, 8:00 am - 12:00 pm
- Eugene: Hilton Eugene Conference Center
  March 13, 8:00 am - 12:00 pm
According to a recent study by the American Association of Professional Coders, only 63 percent of providers’ current documentation is sufficient to support the specificity of ICD-10. No matter how prepared your practice is for ICD-10, accurate coding and proper payment won’t be possible if clinical documentation is not improved. Be sure your clinical documentation will meet the rigorous demands of ICD-10.

This course, led by national ICD-10 expert Joe Nichols, MD, provides physicians and other providers with basic ICD-10-CM training. It will also include a chapter-by-chapter overview with a focus on clinical documentation.

ICD-10-CM Training Webinar for Clinical Staff (including nurses and medical assistants)
May 20, 2014, 10:00 - 11:30 am

This webinar is intended to provide more in-depth training on ICD-10-CM for clinical staff (e.g., nurses and medical assistants), including how to apply it on a daily basis.

Through case studies and expert instruction, you’ll learn the concepts, algorithms and conventions behind ICD-10-CM codes as well as navigation techniques, specificity and documentation requirements. The webinar will also cover crosswalks and comparison to ICD-9 codes and discuss tools you can use in your own practice.