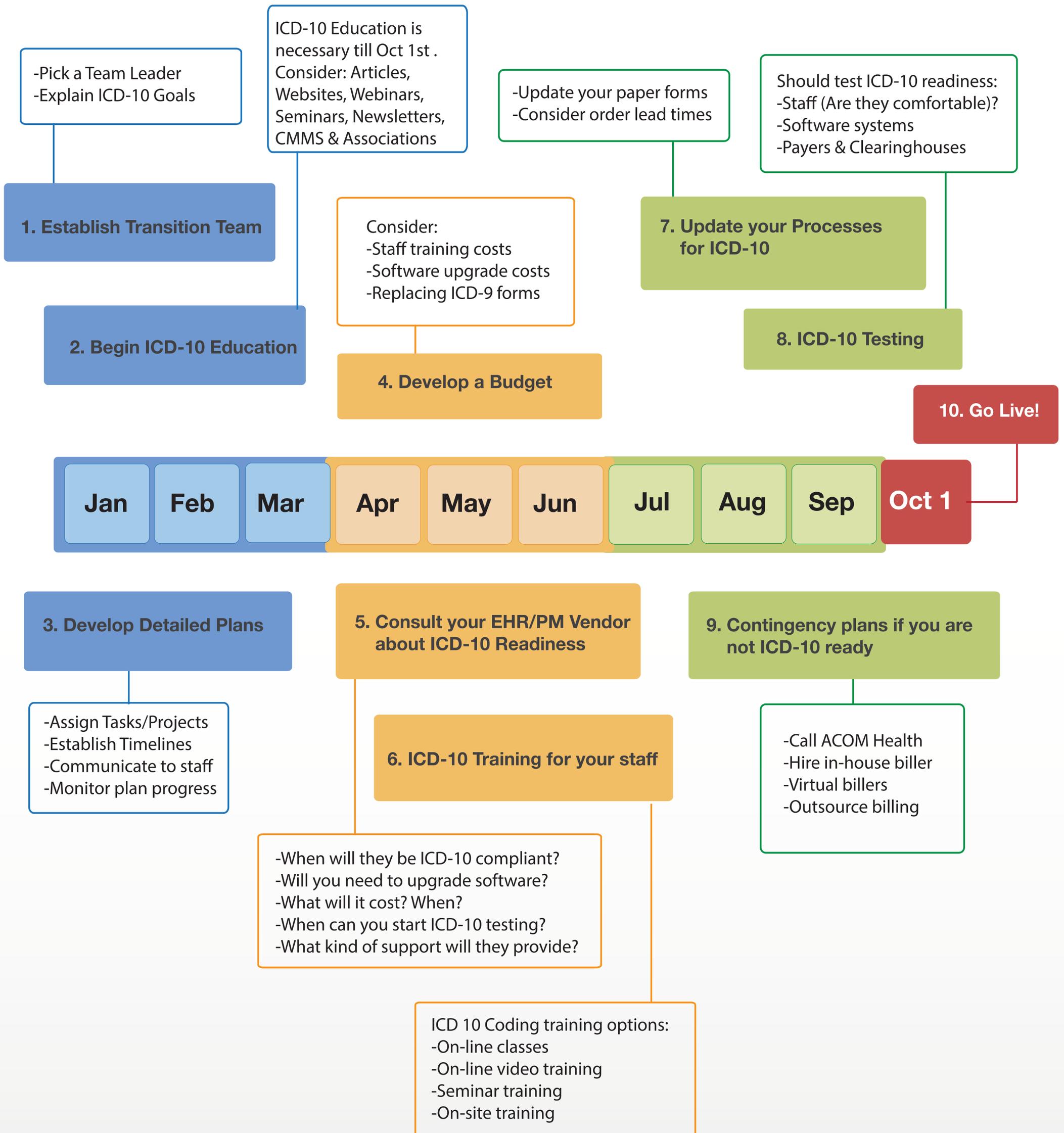




10-Step ICD-10 Planning Guide for Chiropractors



www.acomhealth.com



CONTACT US FOR MORE INFORMATION!

CALL: (866) 286-5315 ext. 1
 EMAIL: info@acomhealth.com

1. Establish Transition Team	If you are a small office you may not have a team, but someone should be designated to manage the project. Make sure you clarify project goals.	If you do not have the internal resources consider hiring an outside consultant.
2. Begin ICD-10 Education	There are many sources and tools available to get up to speed, so there is no excuse for lack of knowledge. You need to start now and continue throughout your transition.	www.icd10monitor.com www.acatoday.org www.cms.gov/Medicare/Coding/ICD10
3. Develop Detailed Plans	Your plan should include; tasks with timelines, assigning task owners, resources required. The plan should be communicated to your staff and monitored.	If you do not have the internal resources consider hiring an outside consultant.
4. Develop a Budget	Consider costs for: staff training, software upgrades, hardware procurement, forms revisions, coding books and a slow down in reimbursements.	CMMS recommends having 3-4 months operating expenses set aside to cover transition expenses.
5. Consult your EHR/PM Vendor about ICD-10 Readiness	Assess if and when your vendor will be ICD-10 ready and prepared to assist you with the transition. Ask your vendor these questions: 1. What is your timeline to be ICD-10 compliant? 2. Will it require a system upgrade, what is involved & what is the cost? 3. Will I be able to run ICD-10 test claims prior to October 1st? 4. What additional support will you provide to help me with the transition?	Many vendors will not be adequately ICD-10 ready. If you are not comfortable with your vendor's readiness, you must consider switching to a vendor who can adequately support you with the transition.
6. ICD-10 Training for your staff	Without adequate training ICD-10 could become very costly for practices. There are many sources for training, which include; on-line courses, video training, seminars and consultants. Determine your training needs and get your resources lined up early. Most experts recommend staff training around 6 months prior to Oct 1st and practicing on your system with the new code set prior to Oct 1st.	There is no substitute for practicing with your system in your day-to-day workflow. The more comfortable you are with the new coding, the less painful the transition
7. Update your Processes for ICD-10	Review how and where you use ICD-10 codes including authorizations, medical records, superbills & encounter forms, EHR systems and coding manuals	Review with your vendors. Provide enough lead time to replace your forms.
8. ICD-10 Testing	Confirm your software system supports ICD-10 codes by submitting test claims to your clearinghouse, payers or billing service. You will also want to test your staff's readiness and comfort with ICD-10 for coding.	Check with your software vendor to see what ICD-10 tests they have completed and who with.
9. Contingency plans if you are not ICD-10 ready	Simply put, if you are not prepared to properly submit ICD-10 codes by October 1st 2015, you will not be reimbursed. At this point you should consider alternatives.	-Call ACOM Health -Outsource your billing & collections -Hire a certified billing/coder
10. Go Live!	If you've completed the tasks above you are ready to go! Congratulations!	-If not, call ACOM Health

CONTACT US FOR MORE INFORMATION!

CALL: (866) 286-5315 ext. 1
EMAIL: info@acomhealth.com



Are you ready?

10 STEP ICD-10 COMPLIANCE TIMELINE

ACOM Health is pleased to present this easy to follow 10-step planner to help Chiropractors get ready for the new ICD-10 standards. The core content of this guide is based on an article that was published by CMS titled: **"Road to 10: the Small Physicians Route to ICD-10"**. It is their recommended Action Plan and Timeline designed to provide a viable path forward for practices just beginning to prepare for ICD-10. ACOM Health has tailored this document to accommodate the challenges facing Chiropractors. Click on the following link to view and download the entire interactive CMS Action Plan: www.Roadto10.org/ActionPlan/get-started/



1. ESTABLISH YOUR TRANSITION TEAM

Select the members of your practice who will be part of the ICD-10 journey. If you are a small practice, it may be you or a single individual.

Clearly communicate your team's goals and expectations to all stakeholders.

Establish accountability for the processes, forms, and information systems affected by ICD-10 and assign specific responsibilities to the members of your team.

If you do not have a team member who can put in the necessary time and effort, then seriously consider bringing in a 3rd party consultant to help you with the transition.

2. BEGIN & CONTINUE ICD-10 EDUCATION

Determine the type and source of education for each practice staff member based on the following general guidelines:

- Clinical Documentation for Chiropractors, physicians, assistants and other staff
- ICD-10 Coding for staff members who work with codes on a regular basis.
- Overview education for staff members engaged in administrative functions.
- User training on the ICD-10 functionality included with system upgrades.

CONTACT US FOR MORE INFORMATION!

CALL: (866) 286-5315 ext. 1
EMAIL: info@acomhealth.com

Education resources to consider:

- There are many great websites with ICD-10 educational materials. A Few recommendations for you to consider are listed below:

www.acomhealth.com/icd-10/icd-10-basics/
www.cms.gov/Medicare/Coding/ICD10
www.icd10monitor.com
www.acatoday.org

- There are many organizations that travel across the country providing seminars that cover all aspects of ICD-10 training and education. A few of the organizations that specialize in Chiropractic are listed below:

www.hjrosscompany.com/Seminars
www.targetcoding.com/Seminars
www.askmario.com

- There are many webinars available. Consider attending **ACOM Health's** monthly **ICD-10 Webinar series**. Here is a link where you can register for future ACOM webinars and also view recorded copies of past webinars:
<http://www.acomhealth.com/icd-10/upcoming-events/>

- Books and newsletters are abundant, so there is no excuse for not finding them.

There are many hard copy and electronic publications of the ICD-10 codes. Also consider signing up for **ACOM Health's** monthly **ICD-10 Newsletter**, which provides up to the minute news and education on ICD-10. Sign up at www.acomhealth.com/about-us/newsletter.



3. DEVELOP DETAILED PLANS

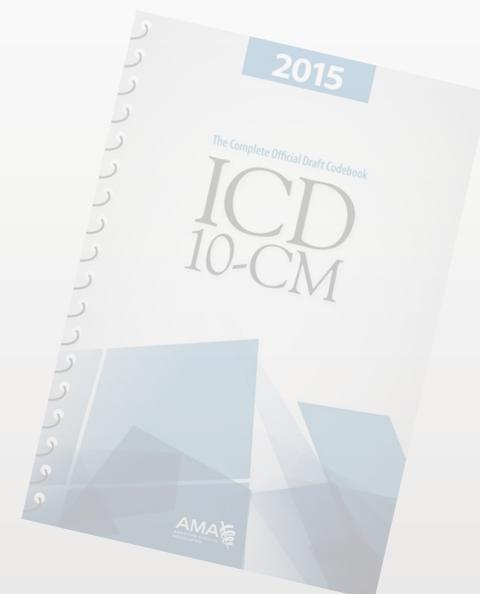


Understand the impact that ICD-10 will have on your practice and vendors before writing up your plan. Your plan should include specific tasks, assigning ownership to each task, resources required and time lines. The plan should be communicated to your staff, vendors and stakeholders and continuously monitored. Your plan should consider the following areas where ICD-10 will impact your practice:

- Isolate where diagnosis codes are used in your practice today. Ask your team how and where they use/see ICD-9 codes.
- Pinpoint the ICD-9 codes you use most frequently to help you determine your education and training needs.

- Determine your systems and vendors ICD-10 readiness. Here is a link that is provided by HIMSS (Healthcare Information and Management Society) to allow providers to check the level of ICD-10 readiness the major software providers:
www.himss.org/VendorReadiness/.

- Include specific tasks that must be completed to be in compliance.
- Assign ownership to each task
- Establish timelines for each task
- Determine resources needed
- Communicate your plan to your staff, vendors and stakeholders.
- Consistently monitor your plan's progress.



CONTACT US FOR MORE INFORMATION!

CALL: (866) 286-5315 ext. 1

EMAIL: info@acomhealth.com



4. DEVELOP A BUDGET



Estimate your practice's monthly revenue for the 12 month period following the compliance date:

- Most experts recommend that a medical practice save and set aside 3-6 months operating expenses to cover transition costs and costs associated with reimbursement delays after the compliance date.
- Plan and save for an increase in aging A/R (accounts receivable), underpayments, denials, and rejections, all of which have the potential to reduce or delay collections. The amount of increase for which you plan is subjective and should be dependent upon the:

- Amount and type of external testing and preparation in which you engage to flush out potential issues.
- Proficiency you have with the ICD-10 codes most common to your practice.
- Steps you implement prior to the compliance date to enhance clinical documentation processes and to support ICD-10 code selection.

- Here is a link for an ICD-10 Cost Prediction Model Tool that was put together by HIMSS to assist Providers estimate their projected costs. Chiropractors need to adjust the assumptions outlined on the spreadsheet to meet their needs and requirements: www.himss.org/Cost_Prediction_Model/.

Budget for the following expenses:

- Practice management, EHR, and/or other system upgrades or purchases you may need to help you achieve ICD-10 compliance.
- ICD-10 code selection support tools, books, and software you intend to purchase.
- ICD-10 updates to paper forms and documents which reference diagnosis codes.
- ICD-10 overview, documentation, and coding training for your practice staff.
- User training on the ICD-10 functionality included with system upgrades.
- Temporary staffing in cases where you anticipate a large reduction in productivity as a result of increased time your practice may need to prepare documentation, code encounters, and follow-up on claim issues.

5. CONSULT WITH YOUR PM/EHR VENDOR ABOUT ICD-10 READINESS

Electronic Health Record (EHR) and Practice Management (PM) systems are impacted by the ICD-10 transition and need to be updated. In addition, other technologies used by your practice such as coding, reporting, and decision support tools may need to be updated. If your practice uses these systems, you will need to coordinate with your technology vendor regarding these updates. Also, there are specific activities your practice may need to complete to implement these updates.

The following checklist will help guide you to determine if and when your vendor will be ICD-10 ready:

- ✓ **CONTACT** your technology vendors to determine if and when their product will be ICD-10 compliant. Also check the status of your vendor on the HIMSS ICD-10 Readiness website: www.himss.org/VendorReadiness/. We suggest you get answers to the following questions:



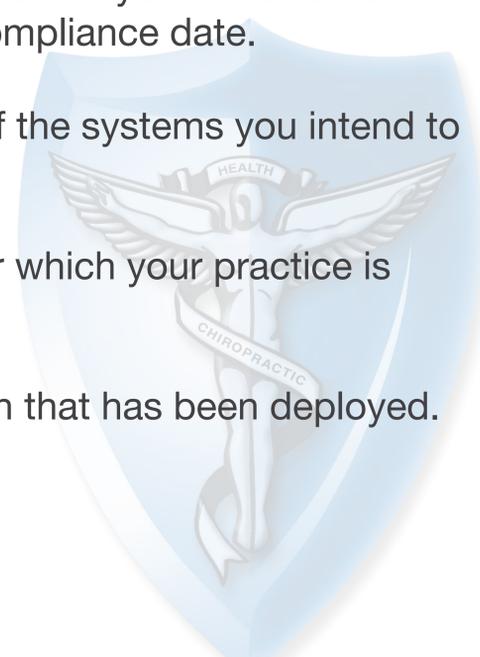
CONTACT US FOR MORE INFORMATION!

CALL: (866) 286-5315 ext. 1

EMAIL: info@acomhealth.com

- What is your timeline to be ICD compliant?
- Will it require a system upgrade? If so, what is involved and what will it cost?
- When will you schedule my upgrade?
- What kind of training will be required for ICD-10?
- Will I be able to conduct ICD-10 testing prior to the deadline?
- Will the system support both ICD-9 and ICD-10 coding simultaneously?
- What additional tools do you have to assist with ICD-10 coding?
- What kind of support will you provide to help with the ICD-10 transitions?

- ✓ **EVALUATE** your technology vendor contracts to understand the type of ICD-10 expenses which may be separate from regular fees. Clarify with each vendor the additional ICD-10 related technology expenses for which you need to allocate funds.
- ✓ **VERIFY** that your key systems are, or will soon be, ICD-10 compliant. The expectation is that you will be able to submit ICD-10 codes for claims having a date of service greater than or equal to the compliance date.
- ✓ **ARRANGE** with your technology vendors to upgrade to an ICD-10 compliant version of the systems you intend to keep in use after the compliance date.
- ✓ **COMPLETE** the specific software and systems & set-up and configuration activities for which your practice is responsible.
- ✓ **OBTAIN** training on the ICD-10 functionality available in each upgrade and new solution that has been deployed.
- ✓ **CONDUCT** internal testing for each upgrade and solution that has been deployed.
- ✓ **PERFORM** external testing with your vendors and payers.
- ✓ **SELECT** an alternative if an ICD-10 compliant version of your key systems will not be available. The alternatives to consider are listed in **Step 9: Contingency Planning**.



6. ICD-10 TRAINING FOR YOUR STAFF

There are many resources available for ICD-10 training. Most of the resources provided in Step 2: ICD-10 Education provide ICD-10 training for Chiropractors. There are many types of training resources you can utilize to train yourself and your staff including; webinars, on-line courses, video training courses, seminars, coding boot camps and consultants.

In order to be well prepared it's important that you provide adequate training for your staff which should include the following areas:

- ICD-10 Overview for your staff to learn about the fundamentals of ICD-10 and how it impacts your practice workflow, compliance and revenue cycles.
- Clinical Documentation training to learn to document patient encounters accurately in order to ensure that medical records both capture and support the specificity and medical necessity of the ICD-10 codes assigned to them.
- Coding training to learn about the differences and similarities between ICD-9 and ICD-10, including combination codes, unspecified codes, addition of a 7th character, excludes notes, and the use of an "x" placeholder. Learn how to assign ICD-10 code through native coding and learn the anatomy and physiology as it relates to new specificity of ICD-10.
- Systems Training to learn how to deal with any changes in your systems functionality to accommodate transacting with the new code set.



CONTACT US FOR MORE INFORMATION!

CALL: (866) 286-5315 ext. 1

EMAIL: info@acomhealth.com

Once you've determined your training needs, line your resources up early and get them scheduled because there will be a high demand for their services. Most experts recommend staff training 4-6 months prior to October 1, 2015.



7. UPDATE YOUR PROCESSES

Revise paper forms and templates to incorporate ICD-10 codes into all forms and tools which reference diagnosis codes. Make sure you allow appropriate lead time for order and delivery. Consider the following:

- Pre-admission/Pre-certification
- Referral
- Authorization
- Orders
- Superbills/Patient Encounters
- Inpatient and Outpatient Scheduling
- Quality Reporting
- Public Health Reporting
- Other paper forms and tools you use which capture diagnosis code information.
- Patient Registration
- Assessments
- Care Plans
- Other documentation templates used by your practice
- Modify Policies and Procedures
- Identify your most common services that may trigger reviews or denials. Adopt procedures to isolate the ICD-10 diagnosis codes needed to make a coverage determination prior to claims submission. Practice learning how to use your software crosswalk and mapping tools to help quickly translate ICD-9 to ICD-10.
- Increase your level of documentation so that there is sufficient detail to support the ICD-10 code.
- Track payment delays and denials for at least 3 months after the compliance date. By monitoring this information your practice will be in a better position to spot and address reimbursement problems more quickly.

8. ICD-10 TESTING

Testing of key systems and processes is essential to your ICD-10 readiness. Here is an ICD-10 Testing Guidance plan that is provided by HIMSS. Pages 3-6 focus on the Physician/Provider side and should be a good reference document that would need to be altered to meet each office needs and requirements: www.himss.org/ICD-10_Testing_Guidance/. CMS recommends the following steps to help guide you through the phases of ICD-10 testing and preparation. In addition, a list of options is provided to help you practice ICD-10 coding and validate supporting clinical documentation processes.

- Prepare test cases before you start testing.
- Perform internal testing of systems and workflow processes using ICD-10 codes to validate that your key systems (PM/EHR) can search on, accept, store, process, send and receive ICD-10 diagnosis codes.

Conduct external testing with vendors and payers using data that contains ICD-10 diagnosis codes to validate they can be sent and received successfully.

- Practice coding in ICD-10 and validate supporting clinical documentation processes. This should involve the internal simulation of native ICD-10 coding (without mapping or crosswalk tools) on select encounters for a period of time before the compliance date.

CONTACT US FOR MORE INFORMATION!

CALL: (866) 286-5315 ext. 1

EMAIL: info@acomhealth.com

9. CONTINGENCY PLANNING

The cost to a practice for not being ICD-10 compliant will be very costly. If you are not fully prepared to transact with the new code set, your claims will not be reimbursed after the October 1, 2015 deadline! You do not want to find yourself in this position so it is highly recommended that if you suspect or know that your staff or software system will not ICD-10 ready, you should consider and act on the following contingencies at least 45-60 days before the compliance date.

- Contact ACOM Health to discuss the multiple alternatives they offer such as:
 - ICD-10 compliant software with crosswalk and mapping tools.
 - ICD-10 Help Desk
 - ICD-10 Virtual Coding Service
 - ICD-10 Virtual Billing and Revenue Cycle Management.
- Purchase a new software solution that is ICD-10 compliant.
 - Use the software vendor questions in Step 5: to determine a vendor's ICD-10 readiness, the tools they provide to simplify the coding process and support programs they have to assist with your transition.
 - Give yourself enough time to adequately assess different software options and for implementation and training.
- Hire a qualified ICD-10 medical biller/coder. Make sure you determine their:
 - ICD-10 qualifications
 - Certifications
 - Knowledge of Chiropractic billing and coding.
- Outsource with a compliant billing service to handle your revenue cycle functions.

Submit paper claims using an updated CMS-1500 form in those instances where a covered entity will accept them. This is the least preferred compliance option.



10. OCTOBER 1, 2015 COMPLIANCE DEADLINE



A 10-Step Check list is provided on the last page for tracking your progress. If you've completed all the steps, congratulations, you should be ready for ICD-10! Even though **you** are ready, it is highly unlikely that all the participants (payers, clearinghouses, software vendors, billing services etc.) will be fully prepared to effectively deal with the new code set. This transition is such a monumental change that problems, frustrations and confusion industry wide should be anticipated as the participants adjust to the changes.

In closing, ACOM Health is available to provide ICD-10 assistance if you find yourself in any of the following situations:

- You've prepared but are not confident you are totally ready to fly solo with ICD-10. If you would like on-demand ICD-10 assistance, need guidance or have a question call **ACOM Health's ICD-10 Help Desk**. We have knowledgeable staff available to provide you guidance via phone and or email.
- If you feel or know that you are not fully prepared you can't afford to "learn as you go" so consider taking immediate and decisive action to rectify the situation and mitigate the impact on you practice. Consider one or more of the actions listed in **Step 9: Contingency Planning**.
- If you are not sure where you stand with ICD-10 readiness and would like advice before taking action, contact **ACOM Health's ICD-10 Help Desk** for assistance.

CONTACT US FOR MORE INFORMATION!

CALL: (866) 286-5315 ext. 1
EMAIL: info@acomhealth.com

ICD-10 Planning Guide Checklist

<input type="checkbox"/> 1. Establish Transition Team	If you are a small office you may not have a team, but someone should be designated to manage the project. Make sure you clarify project goals.
<input type="checkbox"/> 2. Begin ICD-10 Education	There are many sources and tools available to get up to speed, so there is no excuse for lack of knowledge. You need to start now and continue throughout your transition.
<input type="checkbox"/> 3. Develop Detailed Plans	Your plan should include; tasks with timelines, assigning task owners, resources required. The plan should be communicated to your staff and monitored.
<input type="checkbox"/> 4. Develop a Budget	Consider costs for: staff training, software upgrades, hardware procurement, forms revisions, coding books and a slow down in reimbursements.
<input type="checkbox"/> 5. Consult your EHR/PM Vendor about ICD-10 Readiness	Assess if and when your vendor will be ICD-10 ready and prepared to assist you with the transition. Ask your vendor these questions: <ol style="list-style-type: none"> 1. What is your timeline to be ICD-10 compliant? 2. Will it require a system upgrade, what is involved & what is the cost? 3. Will I be able to run ICD-10 test claims prior to October 1st? 4. What additional support will you provide to help me with the transition?
<input type="checkbox"/> 6. ICD-10 Training for your staff	Without adequate training ICD-10 could become very costly for practices. There are many sources for training, which include; on-line courses, video training, seminars and consultants. Determine your training needs and get your resources lined up early. Most experts recommend staff training around 6 months prior to Oct 1st and practicing on your system with the new code set prior to Oct 1st.
<input type="checkbox"/> 7. Update your Processes for ICD-10	Review how and where you use ICD-10 codes including authorizations, medical records, superbills & encounter forms, EHR systems and coding manuals
<input type="checkbox"/> 8. ICD-10 Testing	Confirm your software system supports ICD-10 codes by submitting test claims to your clearinghouse, payers or billing service. You will also want to test your staff's readiness and comfort with ICD-10 for coding.
<input type="checkbox"/> 9. Contingency plans if you are not ICD-10 ready	Simply put, if you are not prepared to properly submit ICD-10 codes by October 1st 2015, you will not be reimbursed. At this point you should consider alternatives.
<input type="checkbox"/> 10. Go Live!	If you've completed the tasks above you are ready to go! Congratulations! If not, call ACOM Health

CONTACT US FOR MORE INFORMATION!

CALL:(866) 286-5315 ext. 1

EMAIL: info@acomhealth.com

ACOM Health



CONTACT US FOR MORE INFORMATION!

CALL: (866) 286-5315 ext. 1
EMAIL: info@acomhealth.com