ICD-10 Daily Transition Update

October 5, 2015

Agenda

- Review of Current Operating Performance

- Implementation Accomplishments

- Implementation Issues

- New & Updated Resources

- Reminders

Review of Current Operating Performance

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Performance Metrics	10/01/15	10/02/15	10/05/15
DNF B/WIP	-	-	➡️
AR Days	-	-	-
Cash	-	-	-
Denials	-	-	-
Documentation Queries	-	-	⬆️
30 Day Cash Rate - IP	-	-	43%
30 Day Cash Rate - OP	-	-	30%
Coding Production - ER	⬆️	⬆️	⬆️
Coding Production - IP	⬆️	➡️	➡️
Coding Production - ASU	➡️	⬆️	⬆️
Support Center Calls	17	7	1
ICD-10 Help Inquiries	1	4	4
ICD-10 AnTENna Hits	318	254	194

Implementation Accomplishments

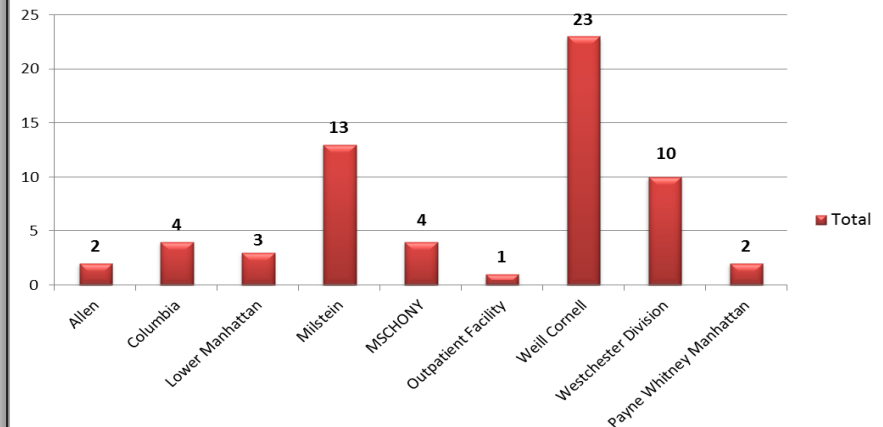| Financial/Operational	Technical	Clinical
• Minimal disruption to patient experience such as wait times • Significant adoption of code conversion tools to maintain self-sufficiency • Support center team continues to update ICD-9 codes that where entered incorrectly in to Eagle	• Eagle fix effectuated, IP billing now in production • Providers no longer able to select ICD9 codes for October dates of service in Superbill; job aid underway • ORM enforced script which prevents ICD-9 codes from being selected for October dates of service • Issue regarding caesarean births inaccurately being captured by Eagle is now resolved	• No identified disruptions to patient care • Showed physical therapists how to represent multiple plans of care for a single patient in Allscripts

Implementation Items to Resolve

Priorities

- Training Requests:
  - ICDx Widget Issue selecting ICD10 after entering description
  - Creating "Favorites" list of ICD10 codes in Superbill
- Crown
  - Unspecified codes not listed in code description; incorrectly being selected by providers
- Superbill:
  - Code conversion inquiry for Apheresis/Hemodialysis encounter form

Issue Tracking Summary

Number of Issues by Campus

Campus	Total
Allen	2
Columbia	4
Lower Manhattan	3
Milstein	13
MSCHONY	4
Outpatient Facility	1
Weill Cornell	23
Westchester Division	10
Payne Whitney Manhattan	2

Number of Issues by Category

- Reporting Issues 2%
- Issues with Epic 1%
- Issues with Crown 3%
- Other Inquiries 10%
- Code Conversion Related Issues 21%
- Decimal Point Related/ Eagle Issues 18%
- Issues with Allscripts 45%
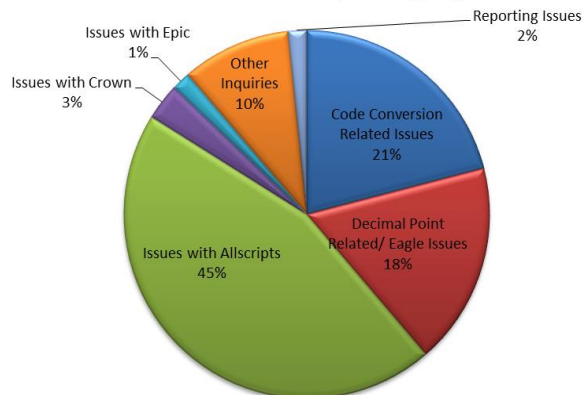
Number of Issues by Status

Status	Date	Total
Closed	9/28/2015	5
Closed	9/29/2015	6
Closed	9/30/2015	10
Closed	10/1/2015	20
Closed	10/2/2015	10
In-Progress	10/2/2015	3
In-Progress	10/3/2015	3
Closed	10/5/2015	1
Open	10/5/2015	4
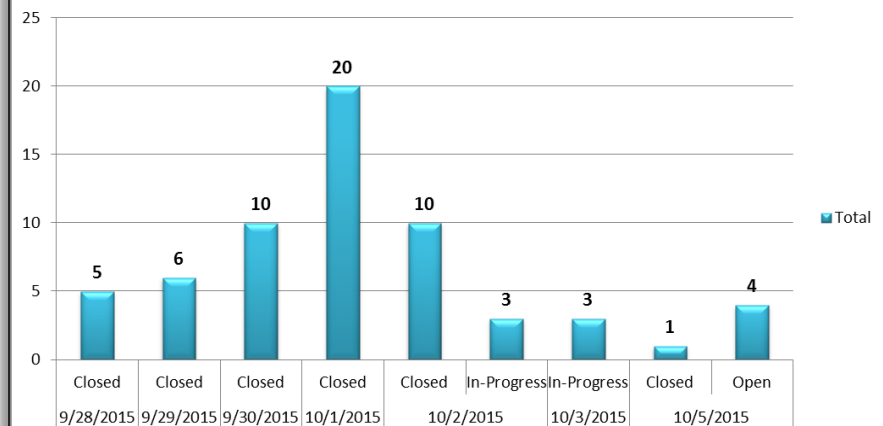
New & Updated Resources

- Provider Reference
  - Adding Health Issues in Allscripts
  - How to Add Diagnosis Codes to Your "Favorites" in Superbill

- Other Resources & Materials
  - Recurring Service Eagle Flow Job Aid
  - Infographic reminder to close out open visits

ICD-10 Support Center- Calendar of Key Dates

| Month	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
OCT.	**4** Support Center Hours 8AM-12PM	**5** Support Center Hours 7AM-7PM **WE ARE HERE**	**6** IP CLAIMS DROP 7AM-7PM	**7** Support Center Hours 7AM-7PM	**8** Support Center Hours 7AM-7PM	**9** Support Center Hours 7AM-7PM	**10** Support Center Hours 8AM-12PM
	11 Support Center Hours 8AM-12PM	**12** OP CLAIMS DROP 7AM-7PM	**13** Support Center Hours 7AM-7PM	**14** Support Center Hours 7AM-7PM	**15** Support Center Hours 7AM-7PM	**16** Support Center Hours 7AM-7PM	**17** RECURRING SERVICES (SEPT D.O.S) CLAIMS DROP 8AM-12PM

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Reminders

- ICD-10 is date of service/date of discharge sensitive.

- DO NOT enter decimal points when entering ICD-10 codes in Eagle

- ICD-10 diagnosis codes are 3 – 7 characters, alpha-numeric, and ALWAYS begin with a letter

- Remind providers to scroll to the right of their health issue to see ICD10 codes for Superbill

- Code conversions with multiple options should use the choices with bidirectional arrows

- Remind providers of the documentation assistance tools available to them in SCM (ICDx), EPIC (Diagnosis Calculator), and Crown

- Inpatient claims for October dates of service begin to generate starting October 6, 2015

- Most outpatient claims for October dates of service begin to generate starting October 12, 2015

ICD-10 Support Center

Objective: Keep the organization informed of ICD-10 implementation success and insulate against any potential adverse impacts to patient experience and financial performance.
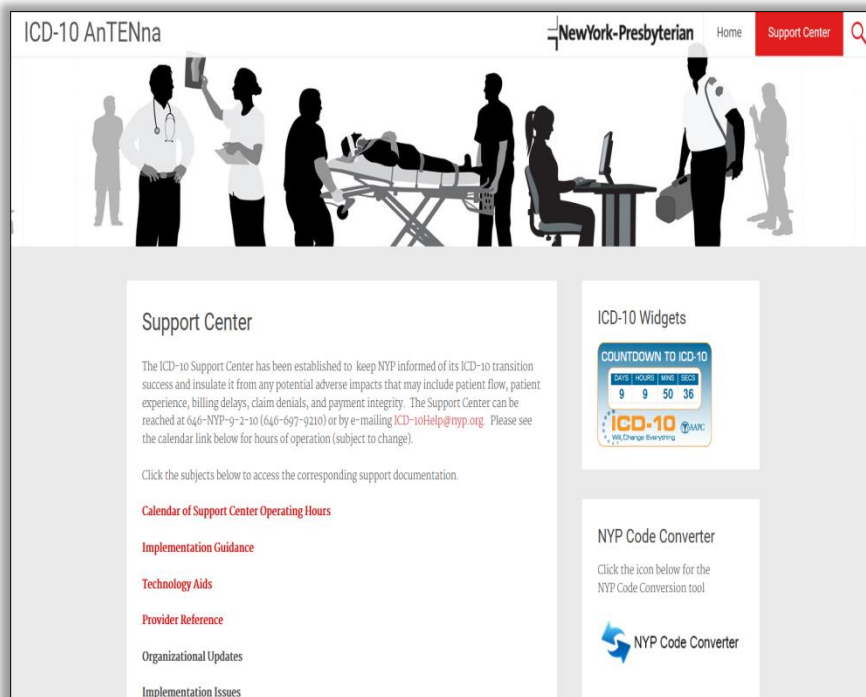
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