NewYork-Presbyterian

ICD-10 Daily Transition Update

October 15, 2015

Agenda

- Review of Current Operating Performance

- Implementation Accomplishments

- Implementation Issues

- New Resources

- Reminders

Review of Current Operating Performance

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Performance Metrics	10.07.15	10.08.15	10.09.15	10.12.15	10.13.15	10.14.15	10.15.15
DNFB/WIP	→	→	→	↓	→	→	↓
Accounts Receivable	→	→	→	→	→	→	→
Cash	→	→	→	→	→	→	→
Denials	→	→	→	→	→	→	→
Documentation	↓	↓	↓	→	↓	↓	↓
Coding Production	→	→	→	↑	→	→	↑
Support Center Calls	2	4	3	3	2	3	0
ICD-10 Help Inquiries	0	4	1	2	0	0	0
ICD-10 AnTENna Hits	164	171	176	181	142	153	99

- Slow down on new support center inquiries
- Increased demand in documentation assistance requests

Implementation Accomplishments

Financial/Operational

- HIM Coded Discharges within the last 24hrs:

Cornell	Columbia
IP - 217	IP - 249
ER – 460	ER - 392
ASU – 156	ASU - 123

- Submitted additional 1,486 commercial MCD claims containing ICD-10 Dx codes.

- Achieved ICDx interaction with 88% of all inpatient encounters

Technical

- Continued stability of all core NYPH applications and interfaces

- Continued decreases in number of erroneously coded (i.e. - ICD-9) encounters

- Identified & corrected registration modification issue for recurring service with future visit dates

Implementation Items to Resolve

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Priorities

- Interface/IT
  - Crown/Icharge Template issue identified and being monitored by IT
- Electronic Data Interchange
  - Medicare claim submission vendor Optum showing issues with "E" codes truncating 7th digit
  - EPREMIS rejection code 7350 affecting small volume claims

Issue Tracking Summary

Number of Issues by Campus

Campus	Total
Allen	11
Columbia	14
Lower Manhattan	4
Milstein	14
MSCHONY	5
Outpatient Facility	2
Weill Cornell	33
Westchester Division	11
Payne Whitney Manhattan	2
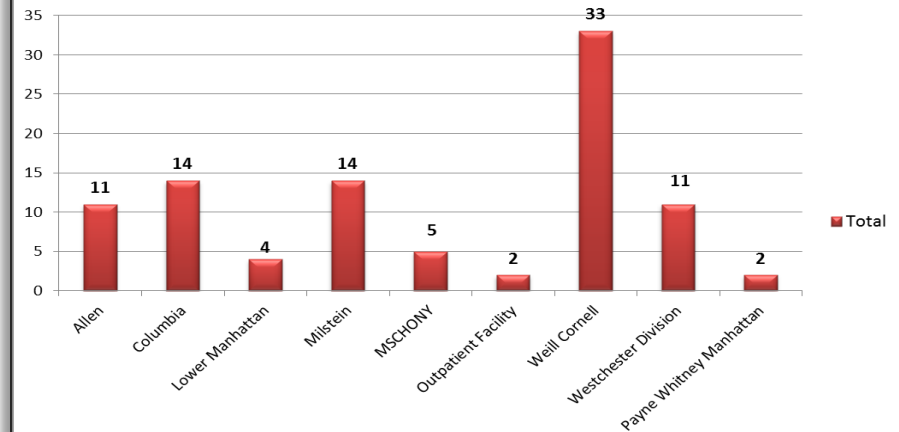
Number of Issues by Category

- Code Conversion Related Issues — 17%
- Decimal Point Related/ Eagle Issues — 14%
- Issues with Allscripts
- Issues with Crown — 2%
- Issues with Epic — 1%
- Other Inquiries — 6%
- Reporting Issues — 4%
- Issues with 3M — 1%
- Issues with RQI — 44%
- Reporting Issue
- 6%, 1%, 1%, 1%, 1%, 1%
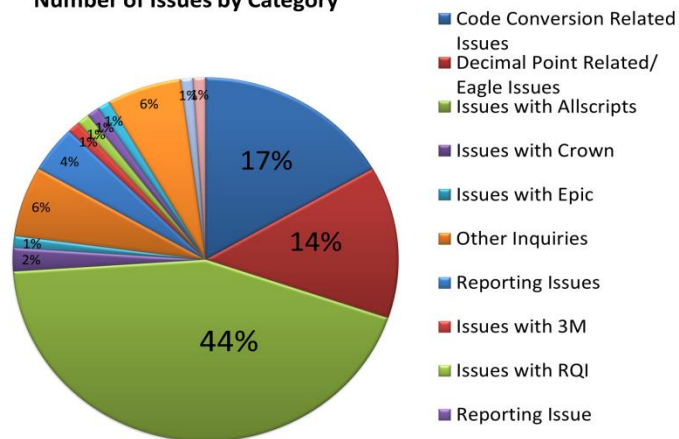
Number of Open and In-Progress Issues

Date	Status	Total
10/2/2015	In-Progress	1
10/3/2015	In-Progress	2
10/5/2015	In-Progress	1
10/5/2015	Open	1
10/6/2015	In-Progress	1
10/6/2015	Open	2
10/7/2015	In-Progress	1
10/8/2015	In-Progress	2
10/8/2015	Open	3
10/9/2015	In-Progress	2
10/12/2015	In-Progress	1
10/13/2015	In-Progress	2

New Resources
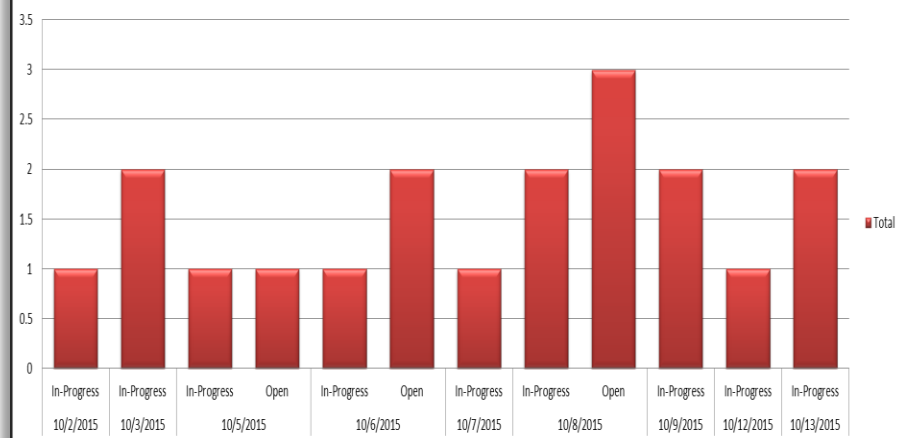
- Provider References
    - Cornea ICD-10 Quick Reference Guide
    - Glaucoma ICD-10 Quick Reference Guide
    - Neuro-Opthalmology ICD-10 Quick Reference Guide
    - Oculofacial ICD-10 Quick Reference Guide
    - Pediatric Strabismus ICD-10 Quick Reference Guide
    - Retina ICD-10 Quick Reference Guide

Reminders

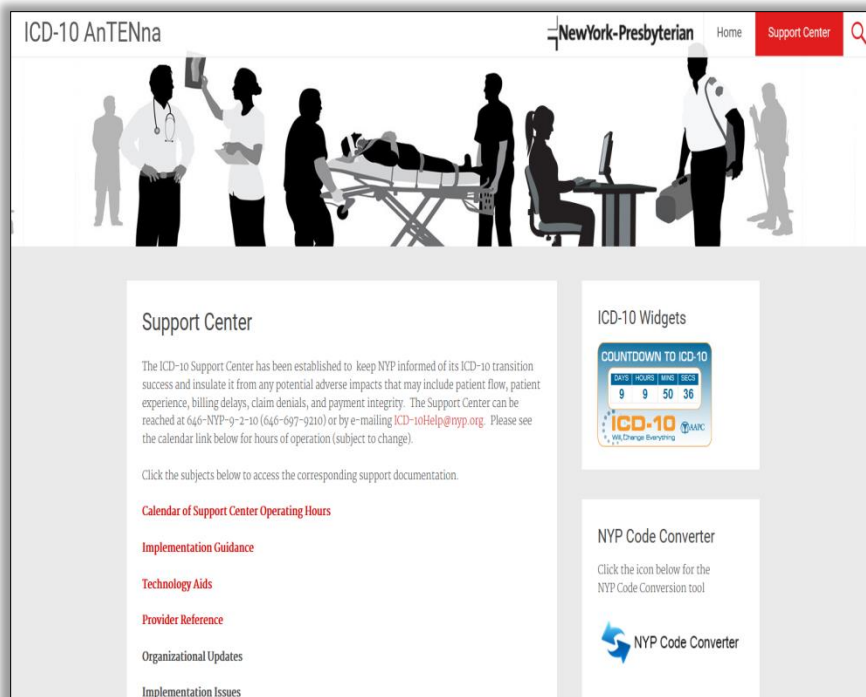- ICD-10 is date of service/date of discharge sensitive.

- 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

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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