# ICD-10 Daily Transition Update

October 16, 2015

# Agenda

- Review of Current Operating Performance

- Implementation Accomplishments

- Implementation Issues

- New Resources

- Reminders

# Review of Current Operating Performance

**NewYork-Presbyterian**

| Performance Metrics | 10.08.15 | 10.09.15 | 10.12.15 | 10.13.15 | 10.14.15 | 10.15.15 | 10.16.15 |
|---|---|---|---|---|---|---|---|
| DNFB/WIP | → | → | ↓ | → | → | ↓ | ↓ |
| Accounts Receivable | → | → | → | → | → | → | → |
| Cash | → | → | → | → | → | → | → |
| Denials | → | → | → | → | → | → | → |
| Documentation | ↓ | ↓ | → | ↓ | ↓ | ↓ | ↓ |
| Coding Production | → | → | ↑ | → | → | ↑ | ↑ |
| Support Center Calls | 4 | 3 | 3 | 2 | 3 | 0 | 1 |
| ICD-10 Help Inquiries | 4 | 1 | 2 | 0 | 0 | 0 | 1 |
| ICD-10 AnTENna Hits | 171 | 176 | 181 | 142 | 153 | 99 | 106 |

- 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 - 165 | IP - 330 |
| ER – 418 | ER - 366 |
| ASU – 117 | ASU - 159 |

- Submitted additional 6,851 IP & OP claims containing ICD-10 Dx codes

- Achieved ICDx interaction with 89% 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

## Priorities

- Eagle
  - Billing WIP edit inaccurately labeling build claims as unbilled
  - APG edit and affective claim volume under review
- 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 | 13 |
| Columbia | 16 |
| Lower Manhattan | 5 |
| Milstein | 14 |
| MSCHONY | 5 |
| Outpatient Facility | 2 |
| Weill Cornell | 35 |
| Westchester Division | 11 |
| Payne Whitney Manhattan | 2 |
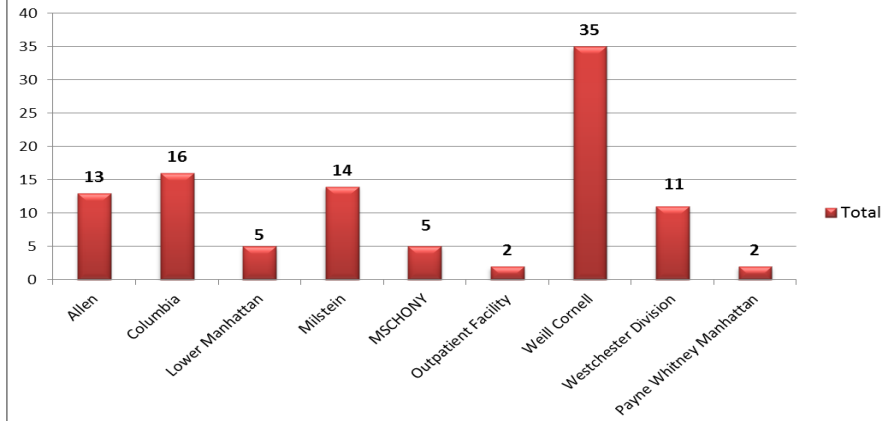


**Number of Issues by Category**

- Code Conversion Related Issues — 17%
- Decimal Point Related/ Eagle Issues — 12%
- Issues with Allscripts — 41%
- Issues with Crown
- Issues with Epic
- Other Inquiries — 6%, 7%, 5%, and others (1%, 2%, 1%, 2%, 1%)
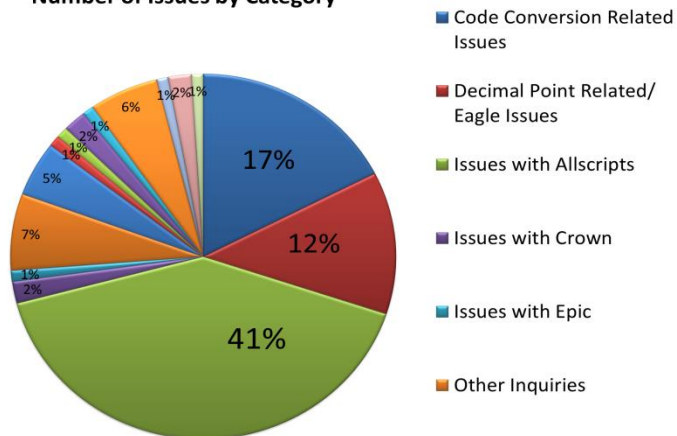


**Number of Open and In-Progress Issues**

| Status | Date | Total |
|---|---|---|
| In-Progress | 10/3/2015 | 1 |
| In-Progress | 10/5/2015 | 1 |
| Open | 10/5/2015 | 1 |
| In-Progress | 10/6/2015 | 1 |
| Open | 10/6/2015 | 2 |
| In-Progress | 10/7/2015 | 1 |
| Open | 10/8/2015 | 3 |
| In-Progress | 10/9/2015 | 2 |
| In-Progress | 10/12/2015 | 1 |
| In-Progress | 10/13/2015 | 3 |
| Open | 10/14/2015 | 1 |
| Open | 10/16/2015 | 1 |

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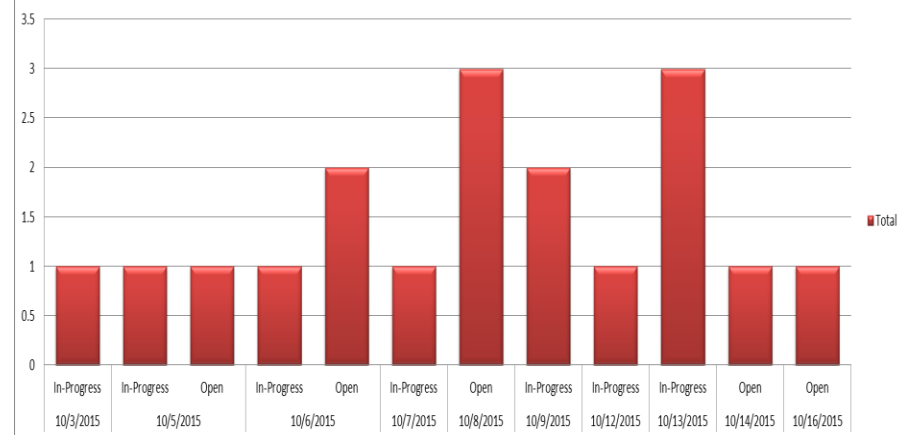
- Provider References
  - Cornea ICD-10 Quick Reference Guide
  - Glaucoma ICD-10 Quick Reference Guide
  - Neuro-Opthalmology ICD-10 Quick Reference Guide
  - Oculofacial ICD-10 Quick Reference Guide
  - Pediatric Strabismus ICD-10 Quick Reference Guide
  - Retina ICD-10 Quick Reference Guide

# 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.
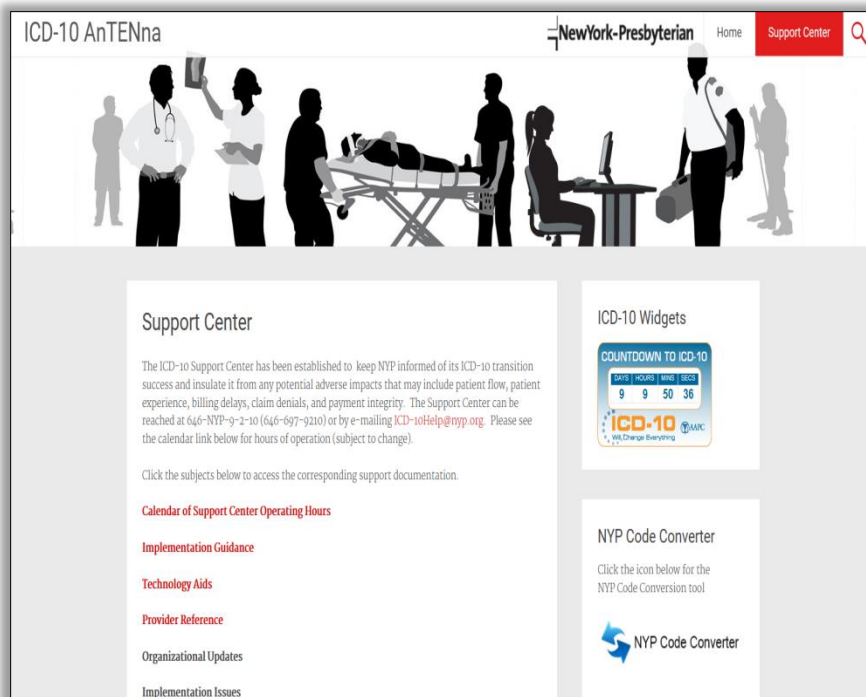


| Telephone Hotline |
|---|
| 646-'NYP'-9210 (646-697-9210) |

| Email |
|---|
| icd-10help@nyp.org |

| Website |
|---|
| ICD-10 AnTENna |