NewYork-Presbyterian

Revenue Cycle Academy

ICD-10 Operational Transition

October 30, 2015

AMAZING THINGS ARE HAPPENING HERE

Agenda

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Topic	Presenter
Current State of Implementation Performance	A. Anwer
Outstanding Issues & Applicable Contingency Procedures	A. Anwer
How to Identify Post October 1st Visits w/ ICD-9 Codes	Y. Ferreras
How to use the NYP Code Converter	D. Zwiebel
How to Use Preferred Mapping Options in Allscripts Superbill to Link Existing Health Issues	J. Loria , P. Davis
How to Pull an Open Visit Report Using EagleView	Y. Ferreras
Important Reminders	F. Seeburg
Ongoing Support: Code Conversion	F. Seeburg
Resources	F. Seeburg
ICD-10 Support	F. Seeburg

Current State of Implementation Performance*

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Performance Metrics	Jan – Aug 2015	October
DNFB/WIP	11.11	
Accounts Receivable	50.63	
Cash (IP,OP)	39% 30%	
Denials	11.4%	
IP Coding Production	10,539	
CMI (MS, APR)	1.83 1.37	

STOP LIGHT KEY	
	Holding Steady
	Unfavorable, but improving
	Unfavorable

Implementation Accomplishments

- Submitted 46,000 ICD-10 claims to insurance carriers
- Close to 1,300 inpatient October discharges paid by insurance carriers
- Coding productivity at 85% of historical averages
- Continued stability of all core NYPH applications and interfaces
- Corrected approximately 8,000 erroneously coded outpatient encounters (@ 5% of total volume)
- Achieved ICDx interaction with 89% of all inpatient encounters
- Minimal to no inflow of ICD-9 codes on October registrations.
- Completed "ICD-10 Rounds" for more than 30 entry points across ACN, Admitting, and Ancillary Service Areas at NYPH.
- Developed and populated ICD-10 AnTENna Website with numerous support documents and guidance resources

** - Figures and estimates as of October 23, 2015*

Outstanding Issues & Contingency Procedures

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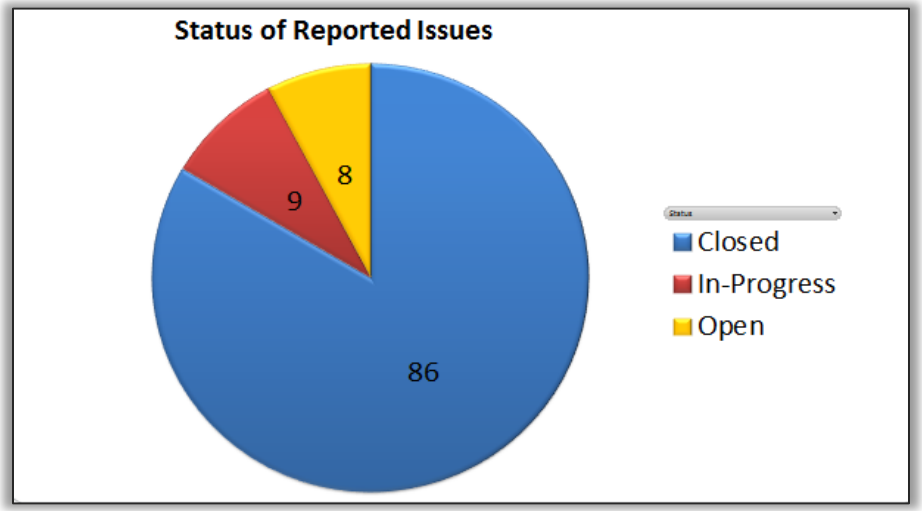
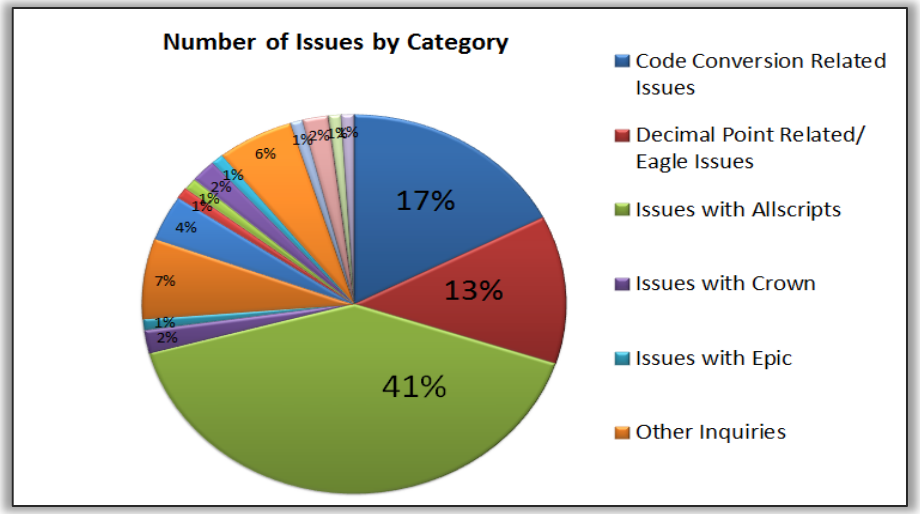
Priorities

- Crossover period claims requiring adjustments to split billing programs in Eagle
- Dual coding required for select inpatient and outpatient encounters
- HealthFirst denying Medicare product line claims
- Empire Blue Cross unable to provide transaction acknowledgment report
- Payment (and non-payment) monitoring

Issue Tracking Summary





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How to Identify Post October 1st Visits w/ ICD-9 Codes

October 30, 2015

How to Identify Post October 1st Visits w/ ICD-9 Codes

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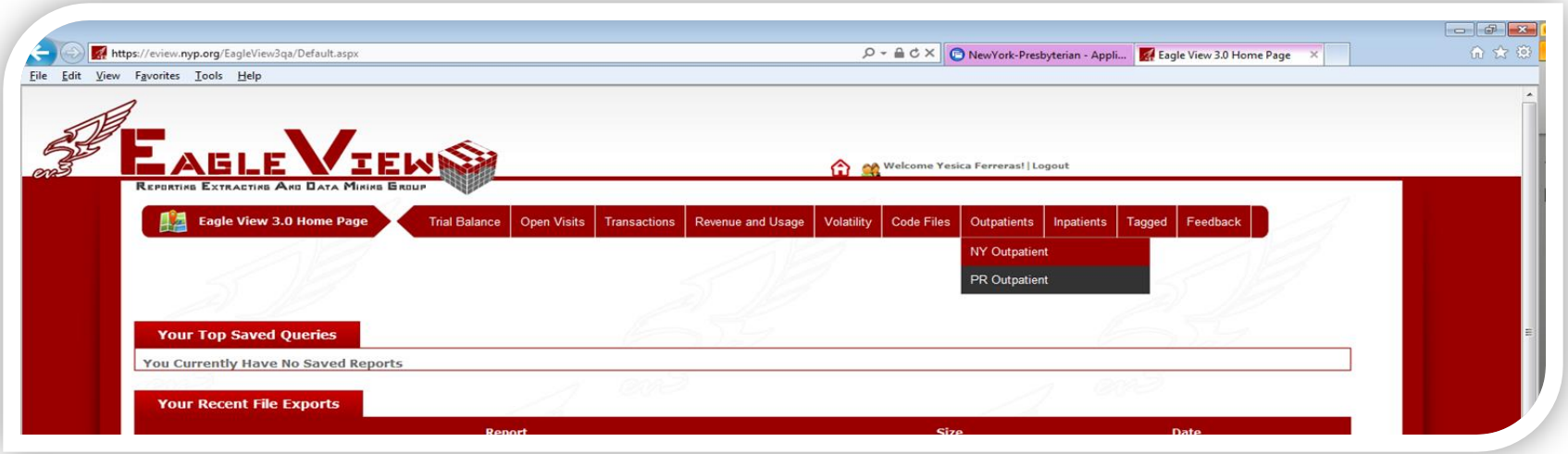
Proper coding of all registered patient encounters is essential to ensuring that services provided are billed timely and accurately. All patient encounters with a date of service of Oct. 1st or later must be coded with ICD-10 codes. To identify cases after Oct. 1st that have ICD-9 codes in Eagle, use the EagleView **Outpatient Visit** report.



How to Identify Post October 1st Visits w/ ICD-9 Codes *(cont.)*

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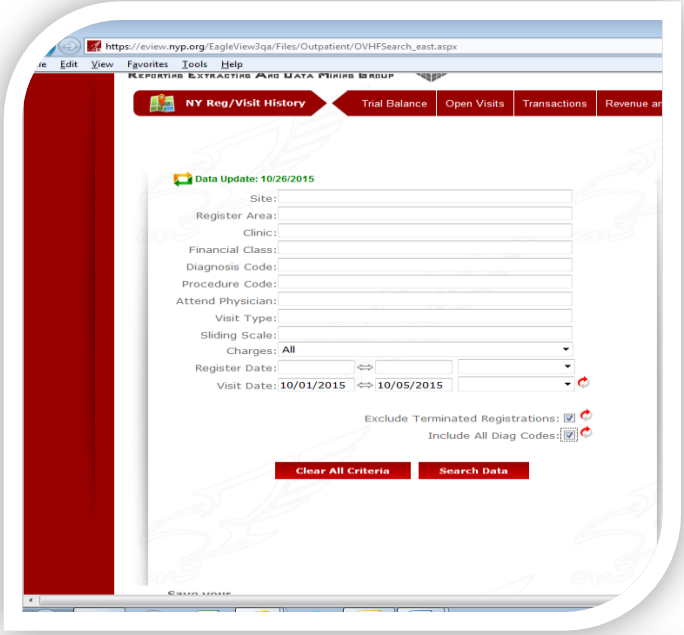
When running the Outpatient Visit file, be sure to select your **Registration area / Clinic ID** and the **Visit date**

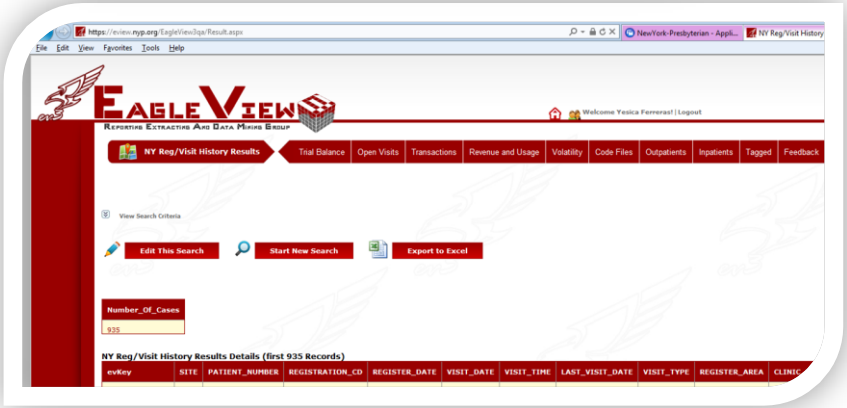
Then place a check mark in the '**Exclude Terminated Registrations'** and '**Include All Diag Codes'** fields

Click on '**Search Data'** to run the report



The **Visit History Results** screen will display a view only detailed account listing.

For easy manipulation of the data, export to Excel



How to Identify Post October 1st Visits w/ ICD-9 Codes *(cont.)*

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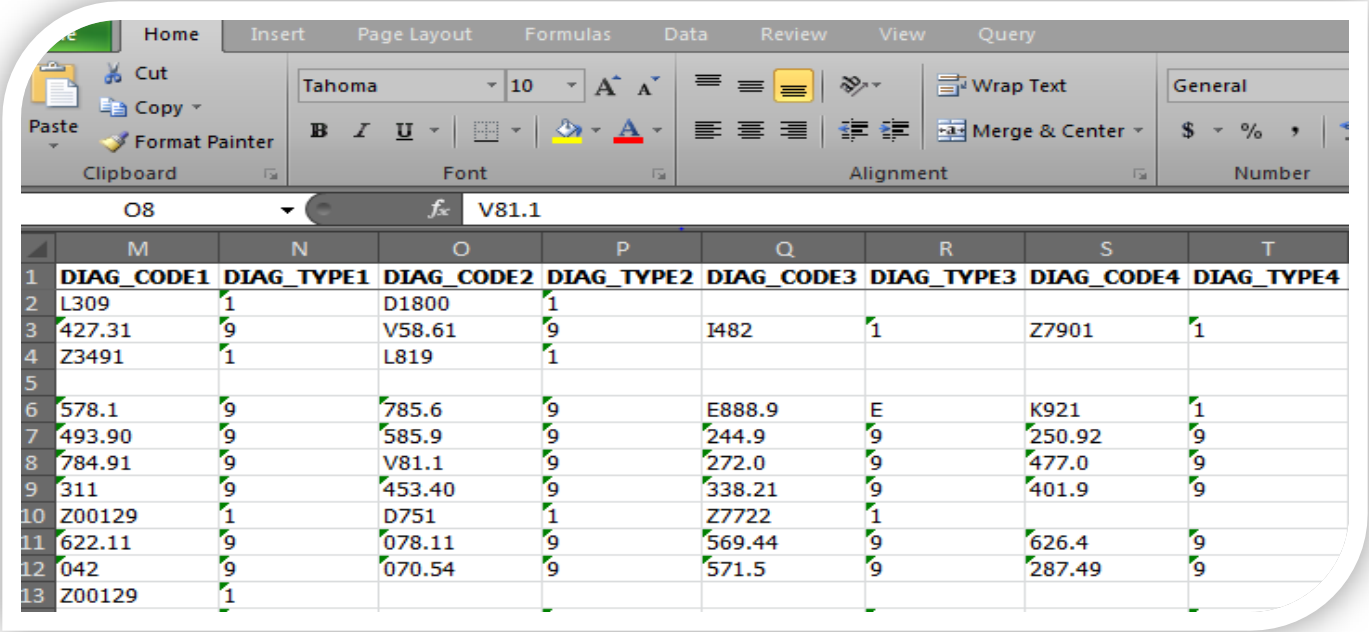
Once in Excel, Diagnosis Codes can be found in the '**DIAG_CODE'** fields, along with an ICD-9 indicator, located directly to the right of each diagnosis cell in the '**DIAG_TYPE'** field.

Review all fields with diagnosis code information to identify the incorrect use of ICD-9 codes.

Cases with both ICD-9 and ICD-10 codes on an account are acceptable; Eagle will send out the appropriate code, you want to look for those cases where only an ICD-9 code is present.



	M	N	O	P	Q	R	S	T
1	DIAG_CODE1	DIAG_TYPE1	DIAG_CODE2	DIAG_TYPE2	DIAG_CODE3	DIAG_TYPE3	DIAG_CODE4	DIAG_TYPE4
2	L309	1	D1800	1				
3	427.31	9	V58.61	9	I482	1	Z7901	1
4	Z3491	1	L819	1				
5								
6	578.1	9	785.6	9	E888.9	E	K921	1
7	493.90	9	585.9	9	244.9	9	250.92	9
8	784.91	9	V81.1	9	272.0	9	477.0	9
9	311	9	453.40	9	338.21	9	401.9	9
10	Z00129	1	D751	1	Z7722	1		
11	622.11	9	078.11	9	569.44	9	626.4	9
12	042	9	070.54	9	571.5	9	287.49	9
13	Z00129	1						

How to Identify Post October 1st Visits w/ ICD-9 Codes *(cont.)*

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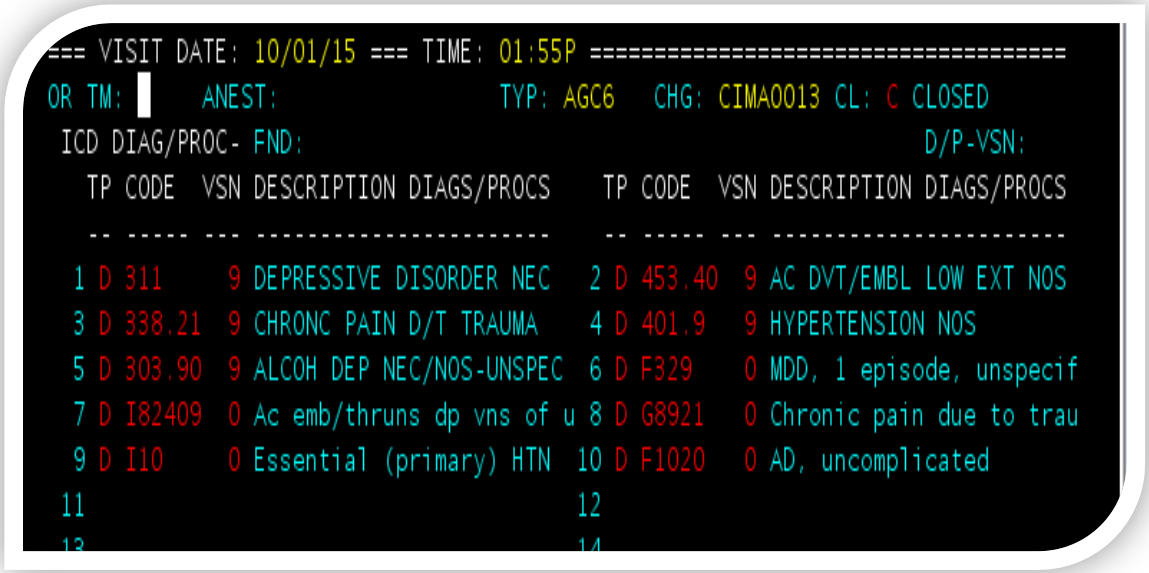
Translate the code from ICD-9 to 10, and then utilize the Outpatient Registration Maintenance menu in Eagle to add ICD-10 codes (without a decimal)



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How to use the NYP Code Converter

October 30, 2015

Using NYP Code Converter to Convert Diagnosis Codes

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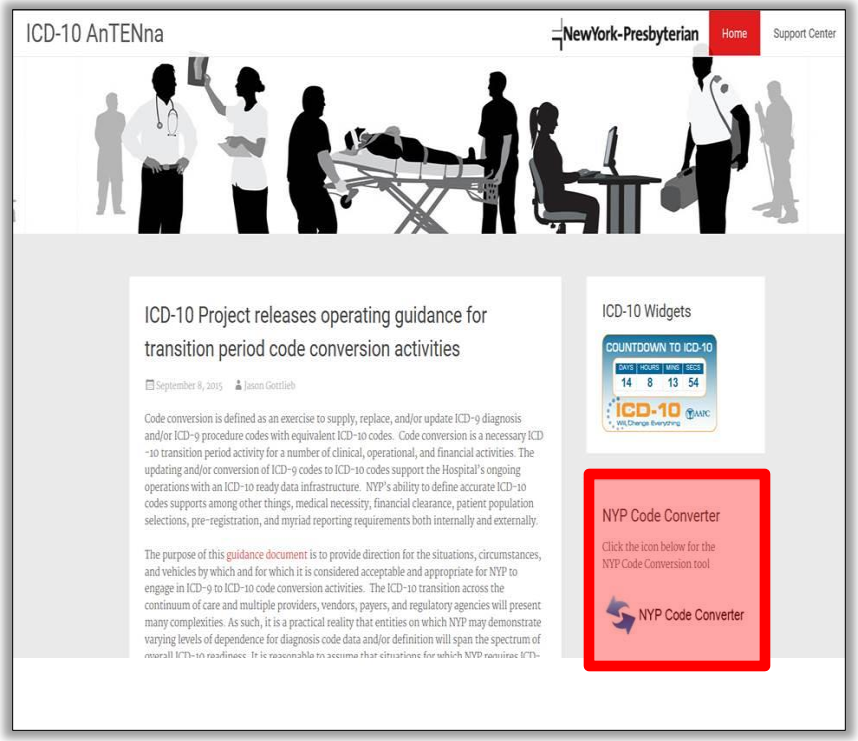
Launch NYP Code Converter → Enter Diagnosis Code → Translate → Review Results

- The NYP Code Converter is an ICD-10 transition period tool developed by NYP (in collaboration with Columbia University) to assist operating areas and staff to translate ICD-9 codes to equivalent ICD-10 options based on the Centers for Medicare and Medicaid Services (CMS) General Equivalency Mappings (GEMs) crosswalk tables.

- Staff may access the NYP Code Converter through the ICD-10 AnTENna website (http://nyplearningcenter.org/apps/eLearning/cms/icd10/) by clicking on the link in the box highlighted in the image to the right.



Using NYP Code Converter to Convert Diagnosis Codes *(cont.)*

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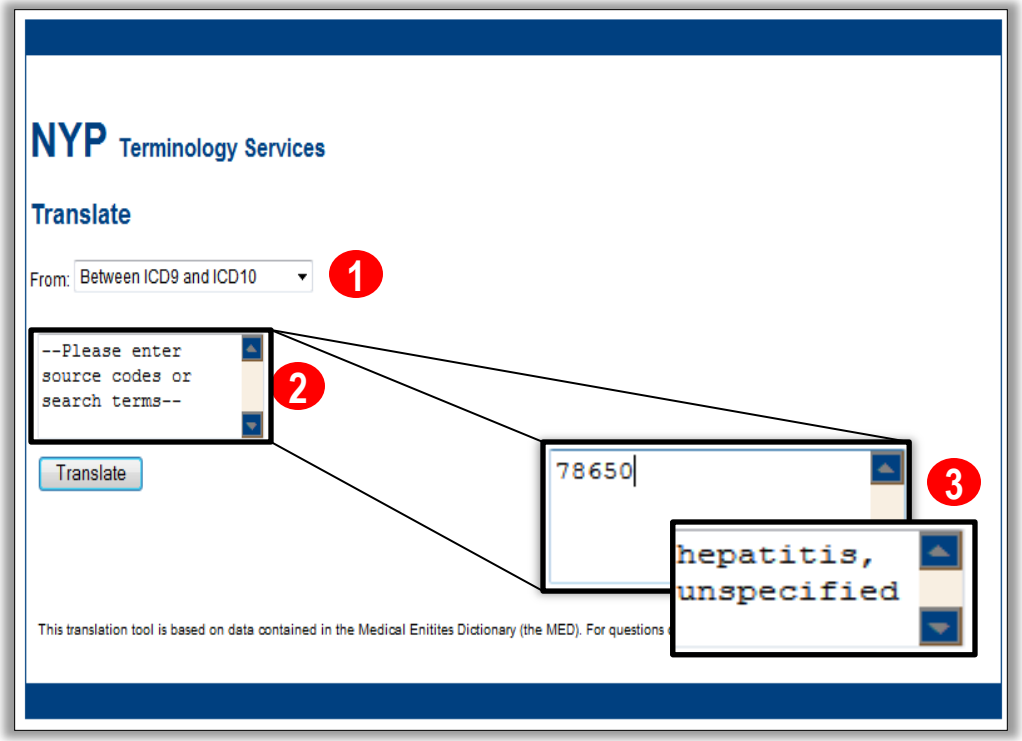
Launch NYP Code Converter → **Enter Diagnosis Code** → Translate → Review Results

1. Set the translation to, “Between ICD9 and ICD10”. This will be the default setting on launch.

2. Remove the text in the entry box by clicking and dragging over the selection with your mouse and pressing he DELETE key on your keyboard.

3. Type the ICD-9 diagnosis code or diagnosis description into the diagnosis entry box.
   - ICD-9 diagnosis codes may be entered with or without the decimal point.
   - Diagnosis descriptions are ideally entered with as much specificity as known to minimize the number of results. Using body parts, terms such as ‘unspecified’, and appropriate placement of punctuation will increase the likelihood of useable and valid results.



Using NYP Code Converter to Convert Diagnosis Codes *(cont.)*

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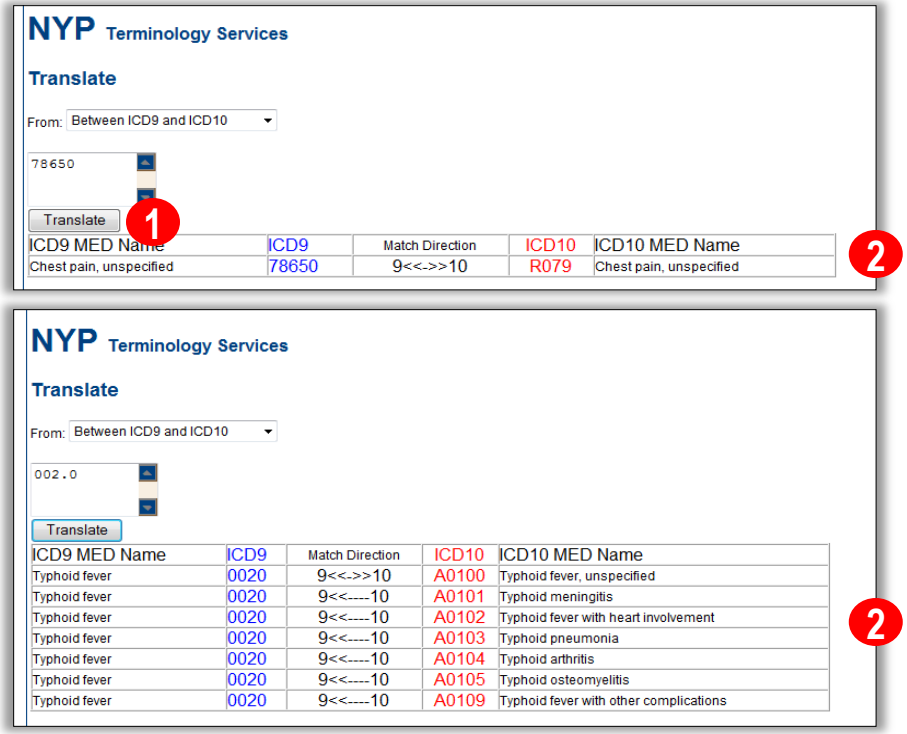
Launch NYP Code Converter → Enter Diagnosis Code → **Translate** → Review Results

1. Execute the translation by clicking on the "**Translate**" button with your mouse.

2. Depending on the ICD-9 code entered, the converter will generate one or more ICD-10 code options for review.
   - Diagnosis code entry will only return results for the specific ICD-9 diagnosis code entered.
   - Diagnosis descriptions may potentially return multiple ICD-9 diagnosis codes and associated ICD-10 diagnosis codes



Using NYP Code Converter to Convert Diagnosis Codes *(cont.)*

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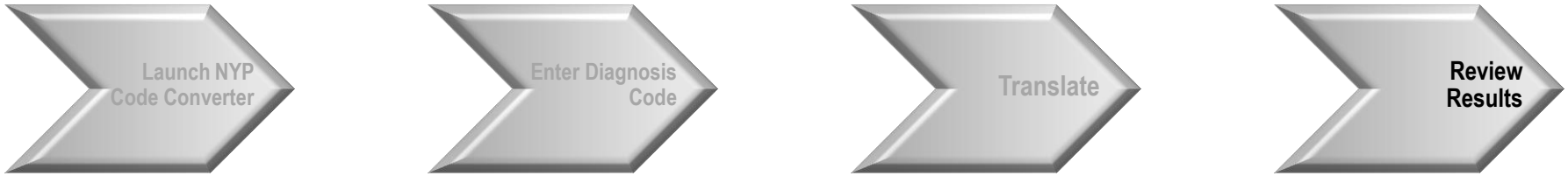
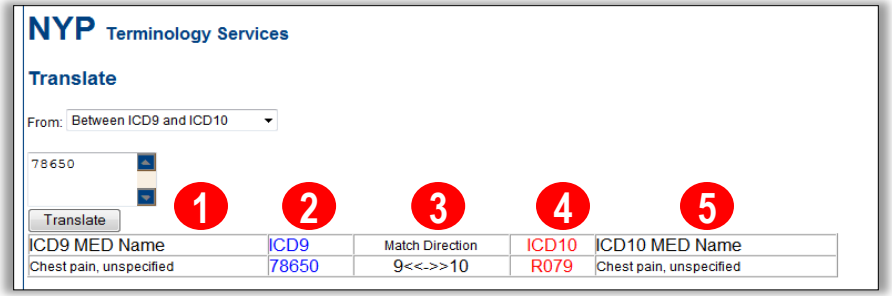
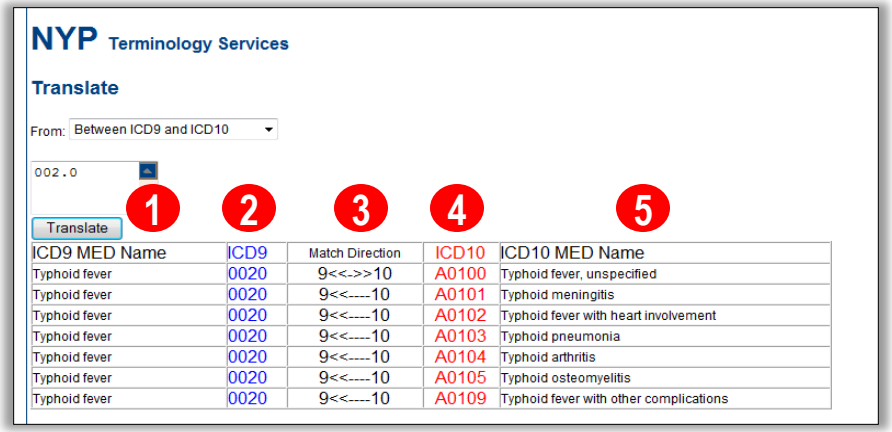


1. ICD9 MED Name – The description associated with the ICD-9 diagnosis code entered in the diagnosis entry box. Review this description to ensure it aligns with the diagnosis that has been identified with the patient. Should it not, the ICD-9 code entered may be incorrect.
2. ICD9 – The ICD-9 diagnosis code entered in the diagnosis entry box.
3. Match Direction – The arrow icons explain the specific relationship between the ICD-9 code and the resulting ICD-10 code options.
   - 9<<->>10: Indicates that the ICD-9 code translates to the identified ICD-10 code and the ICD-10 code translates back to the ICD-9 code (i.e. – 1:1 match)
   - 9<<- - - -10: Indicates that the ICD-10 codes generated as a result of the translation are more specific options to the ICD-9 diagnosis code (i.e. – 1:many match)
   - 9- - - - >>10: Indicates that all ICD-10 diagnosis codes are required to translate to the ICD-9 diagnosis code (i.e. Many:1 match).
4. ICD10 – The ICD-10 diagnosis codes generated as a result of the translation
5. ICD10 MED Name – The description associated with the ICD-10 diagnosis code(s) generated as a result of the translation. Review this description to ensure it aligns with the diagnosis that has been identified with the patient before assigning it to any element of the patient's encounter.





Using NYP Code Converter to Convert Text

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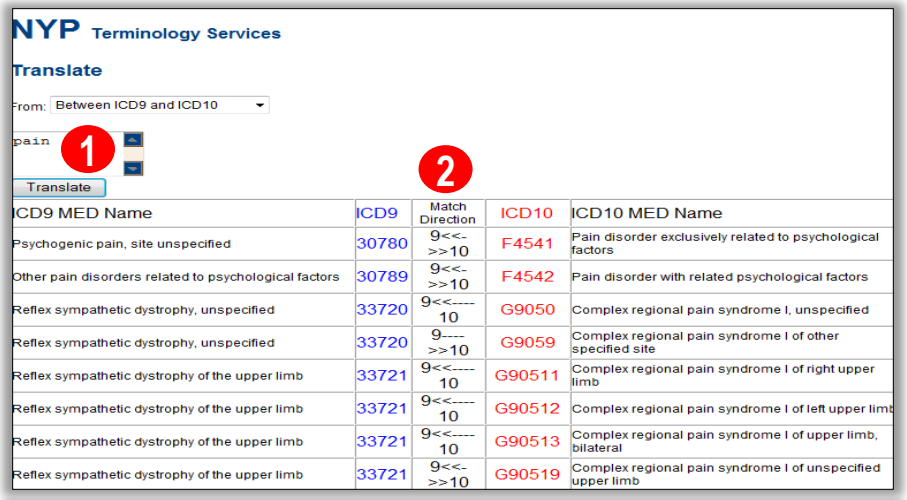
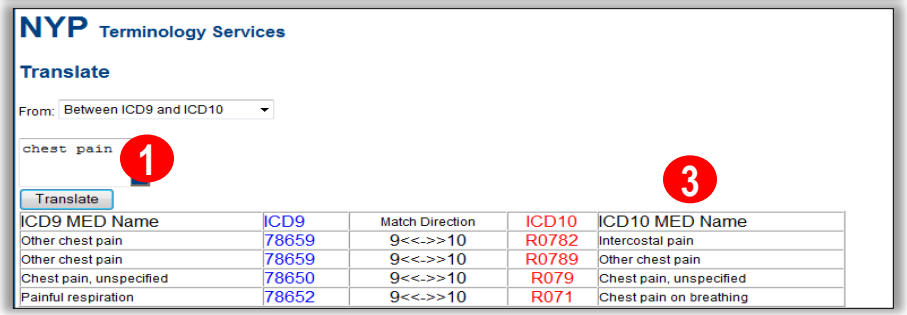
Launch NYP Code Converter → Enter Diagnosis Description → Translate → **Review Results**

Translations generated as a result of diagnosis description entry may produce multiple ICD-9 codes and associated ICD-10 code options. Generally speaking, the safest way to ensure correct code conversion and subsequent code assignment is to review these options with a clinical professional and/or certified coding professional prior to assigning a code to any aspect of the patient's encounter. The following general guidelines may be applied when attempting to convert a diagnosis description to the appropriate ICD-10 code.

1. Apply as much specificity to the description entry as is known based on documentation supplied by the referring and/or treating provider
2. Contingent on the specific purpose of the code conversion activity, users may rely on matches in which the match direction field indicates a bi-directional match (9<<- - ->>10) to limit the available options.
3. Contingent on the specific purpose of the code conversion activity, users may be able to use a match option in which the ICD10 MED Name description indicates, "unspecified"



ICD9 MED Name	ICD9	Match Direction	ICD10	ICD10 MED Name
Psychogenic pain, site unspecified	30780	9<<->>10	F4541	Pain disorder exclusively related to psychological factors
Other pain disorders related to psychological factors	30789	9<<->>10	F4542	Pain disorder with related psychological factors
Reflex sympathetic dystrophy, unspecified	33720	9<<----10	G9050	Complex regional pain syndrome I, unspecified
Reflex sympathetic dystrophy, unspecified	33720	9----->>10	G9059	Complex regional pain syndrome I of other specified site
Reflex sympathetic dystrophy of the upper limb	33721	9<<----10	G90511	Complex regional pain syndrome I of right upper limb
Reflex sympathetic dystrophy of the upper limb	33721	9<<----10	G90512	Complex regional pain syndrome I of left upper limb
Reflex sympathetic dystrophy of the upper limb	33721	9<<----10	G90513	Complex regional pain syndrome I of upper limb, bilateral
Reflex sympathetic dystrophy of the upper limb	33721	9<<->>10	G90519	Complex regional pain syndrome I of unspecified upper limb



ICD9 MED Name	ICD9	Match Direction	ICD10	ICD10 MED Name
Other chest pain	78659	9<<->>10	R0782	Intercostal pain
Other chest pain	78659	9<<->>10	R0789	Other chest pain
Chest pain, unspecified	78650	9<<->>10	R079	Chest pain, unspecified
Painful respiration	78652	9<<->>10	R071	Chest pain on breathing

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How to Use Preferred Mapping Options in Allscripts Superbill to Link Existing Health Issues

October 30, 2015

Mapping Existing ICD-9 Health Issues to ICD-10

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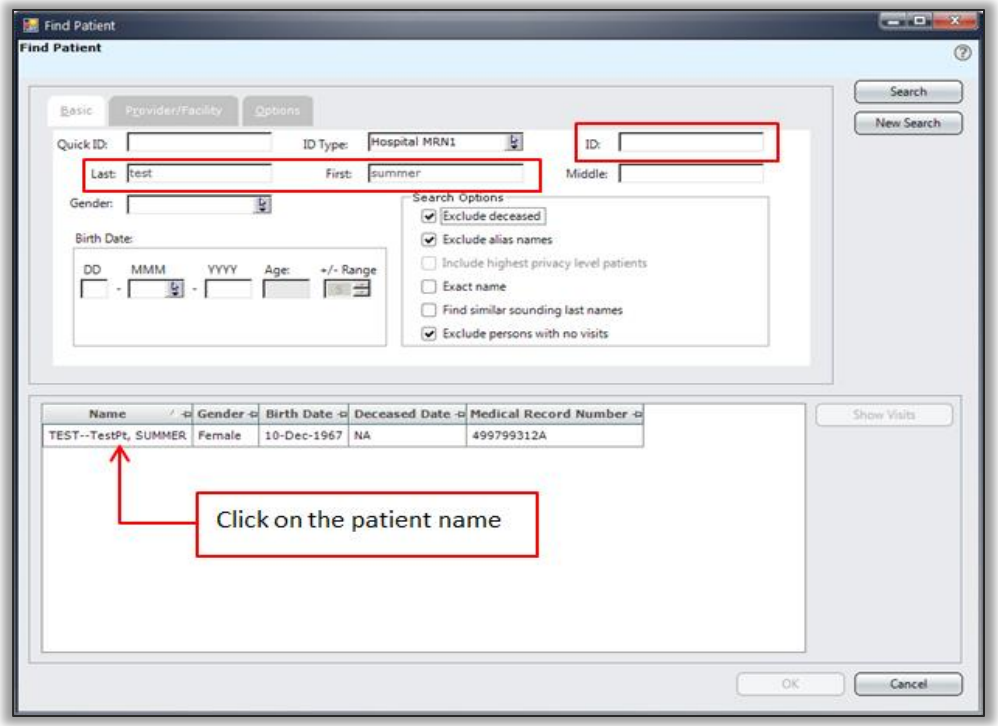
From the Find Patient window perform a patient search by enter **Last, First** name or enter the patient's Medical Record Number (MRN) in the **ID** field



Once you have selected your patient click the **Enter Health Issue** icon from the tool banner in order to access the **Health Issue Manager**

Mapping Existing ICD-9 Health Issues to ICD-10 *(cont.)*

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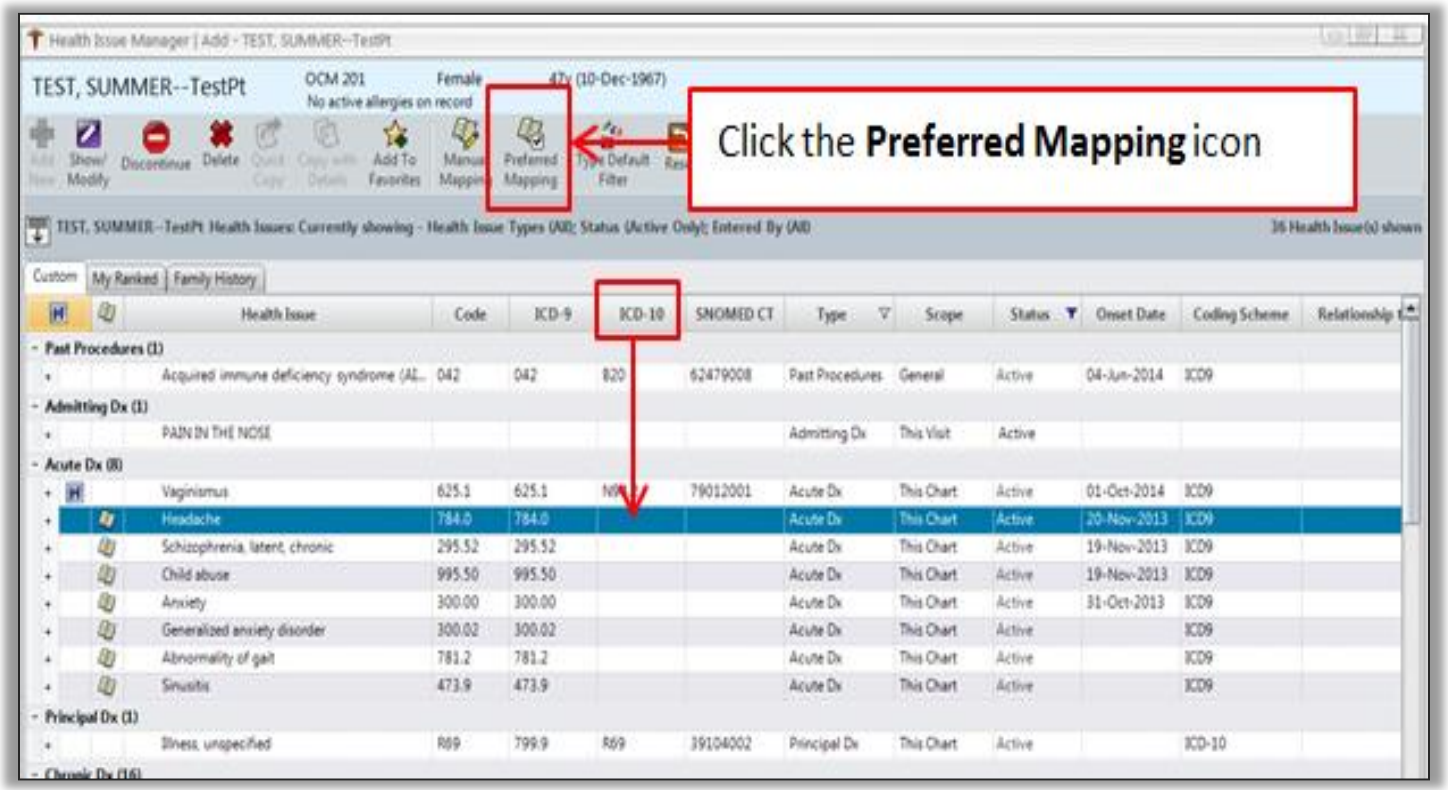
In order to map ICD-10 to an existing health issue custom list, select the description to be mapped 'Headache' note that the ICD-10 column is blank indicating that the ICD-9 code has not been mapped to ICD-10.

Next Click the **Preferred Mapping** icon from the banner.



Mapping Existing ICD-9 Health Issues to ICD-10 *(cont.)*

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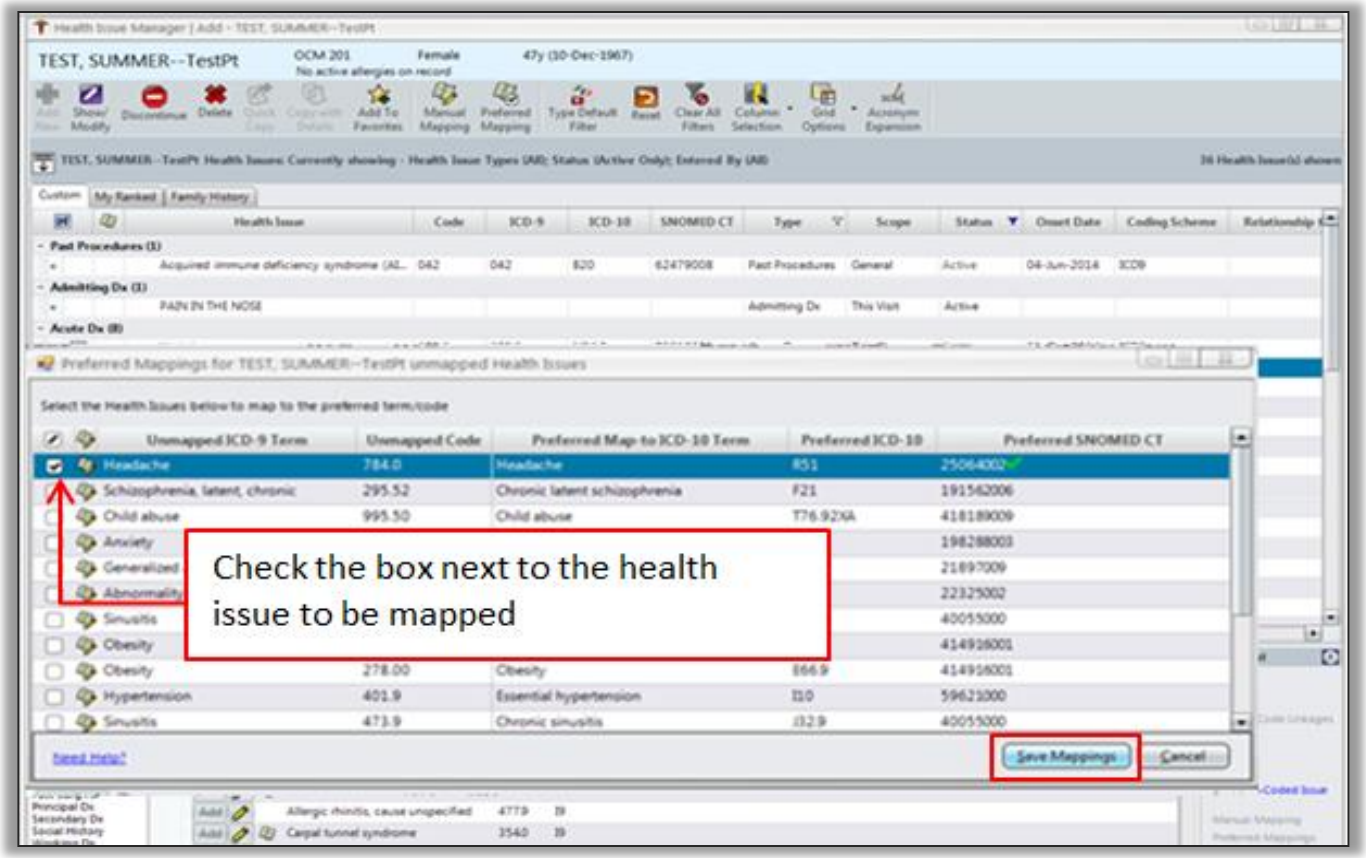
From the **Preferred Mapping** window select the box next to *'Headache'* which is the description identified for mapping, multiple boxes can be selected at the same time.

Click the **Save Mapping** tab on the lower left corner In order to map ICD-10 to the selected description



Mapping Existing ICD-9 Health Issues to ICD-10 *(cont.)*

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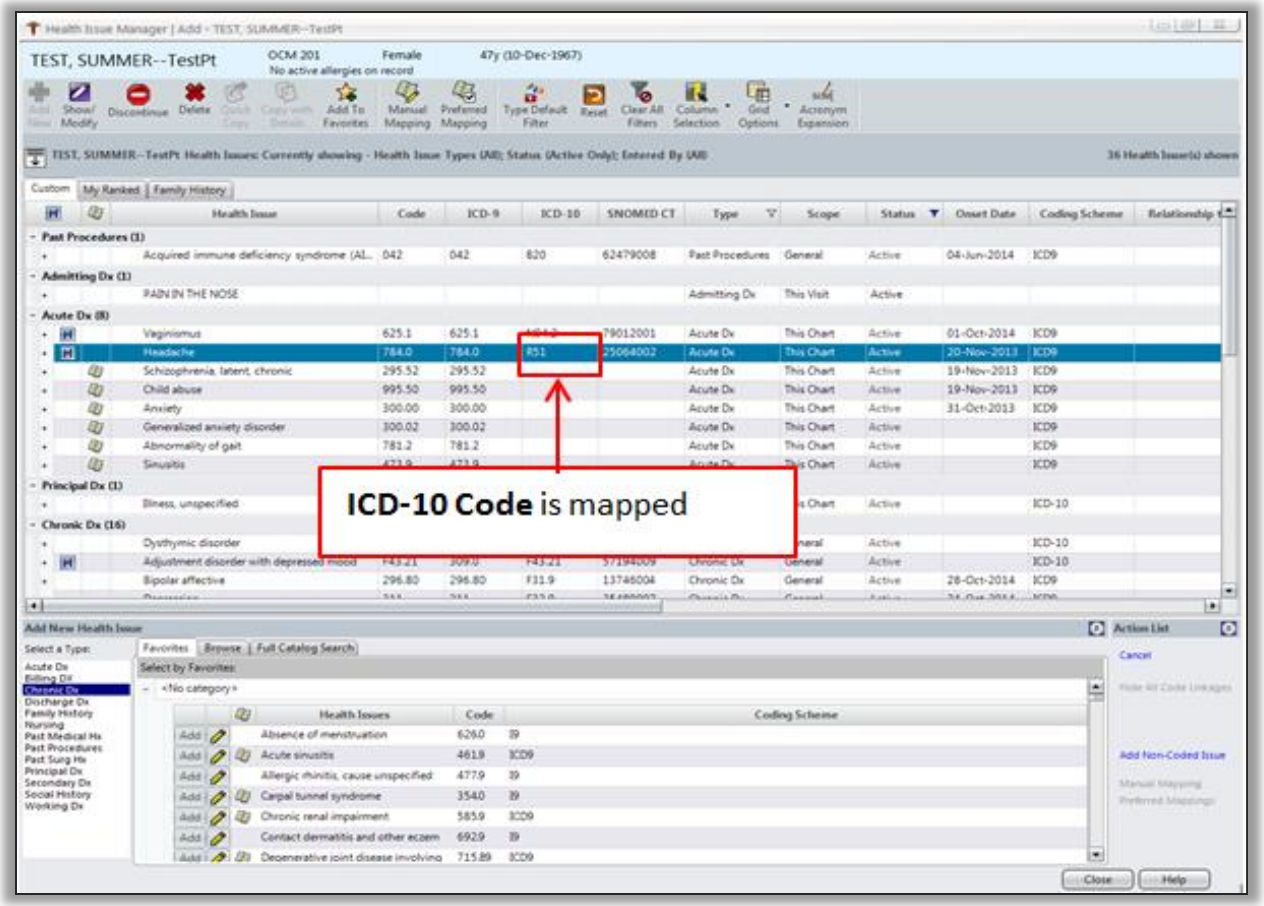
The ICD-10 description for '*Headache'* has now been mapped and added to the custom list.



Mapping Existing ICD-9 Health Issues to ICD-10 *(cont.)*

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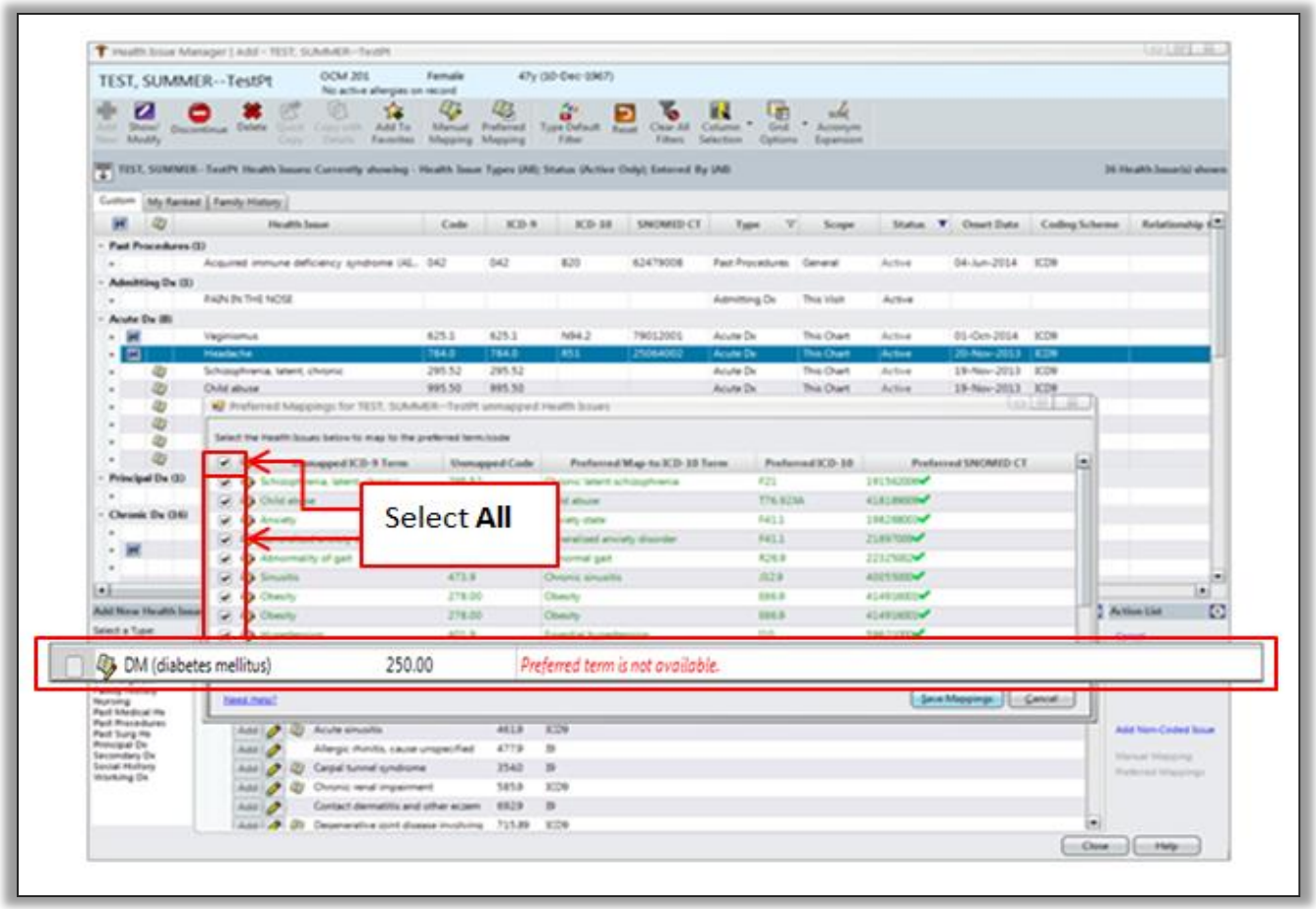
By checking off the upper box all health issues will be selected for mapping. Although all health issues have been selected, the description DM (diabetes mellitus) has an error message of '*Preferred term is not available*' meaning there are multiple code descriptions associated to diabetes.



Mapping Existing ICD-9 Health Issues to ICD-10 *(cont.)*

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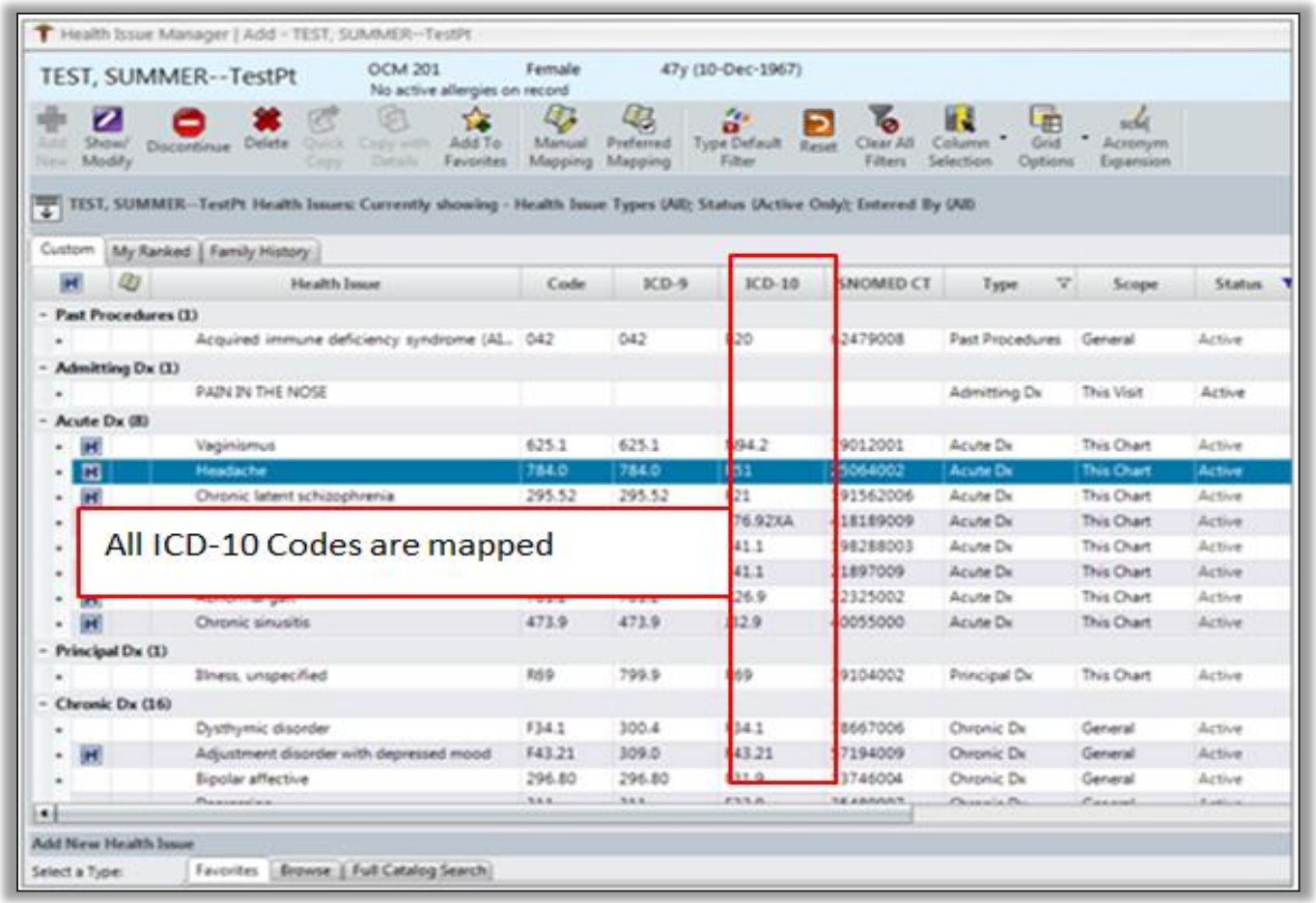
All identified health issue descriptions have been updated with ICD-10 and now appears on the Custom list with the exception of Diabetes



Mapping Existing ICD-9 Health Issues to ICD-10 *(cont.)*

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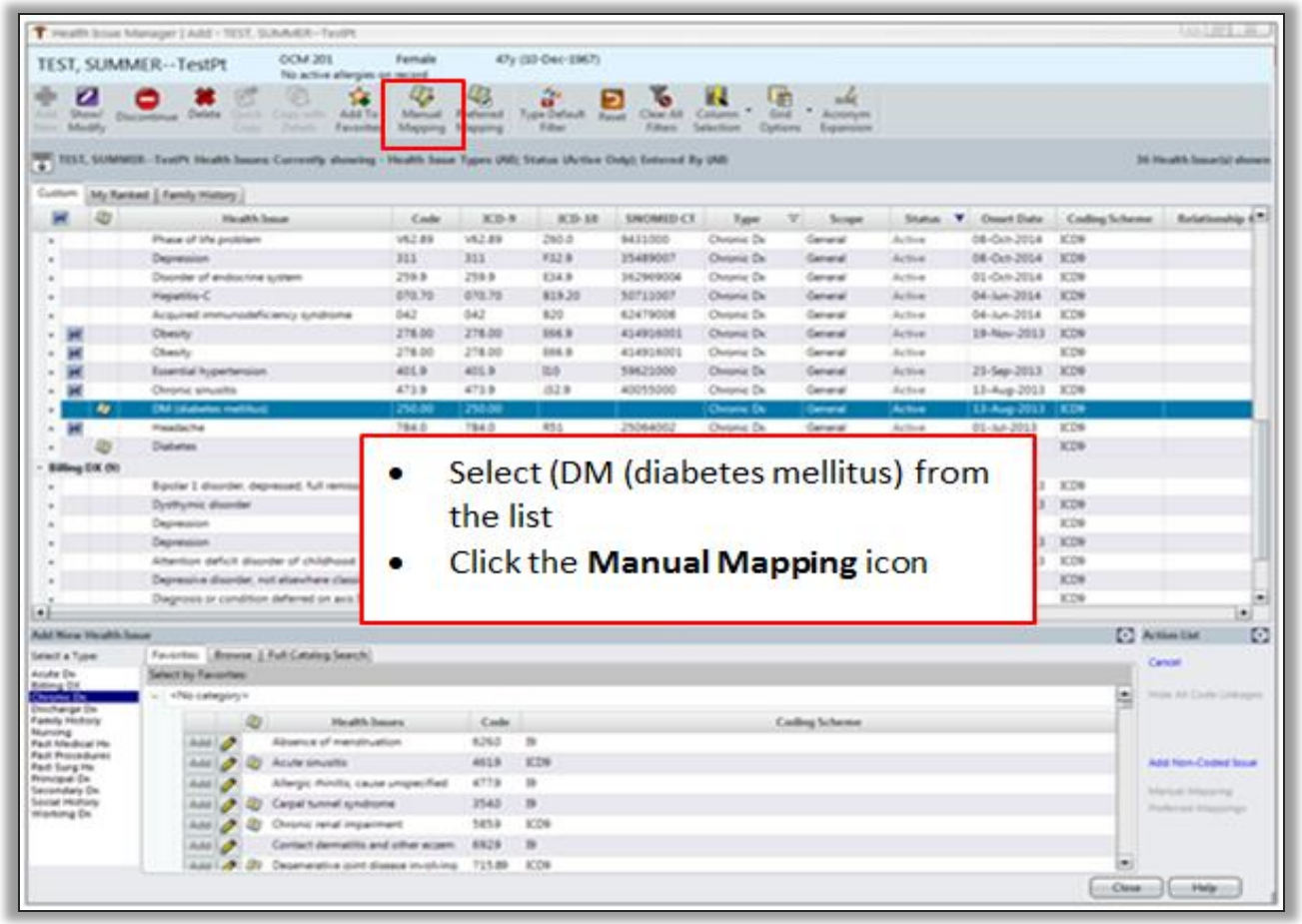
From the Health Issue Manager window select (DM (diabetes mellitus).

Click the **Manual Mapping** icon in the banner which takes you to the Manual Mapping window



Mapping Existing ICD-9 Health Issues to ICD-10 *(cont.)*

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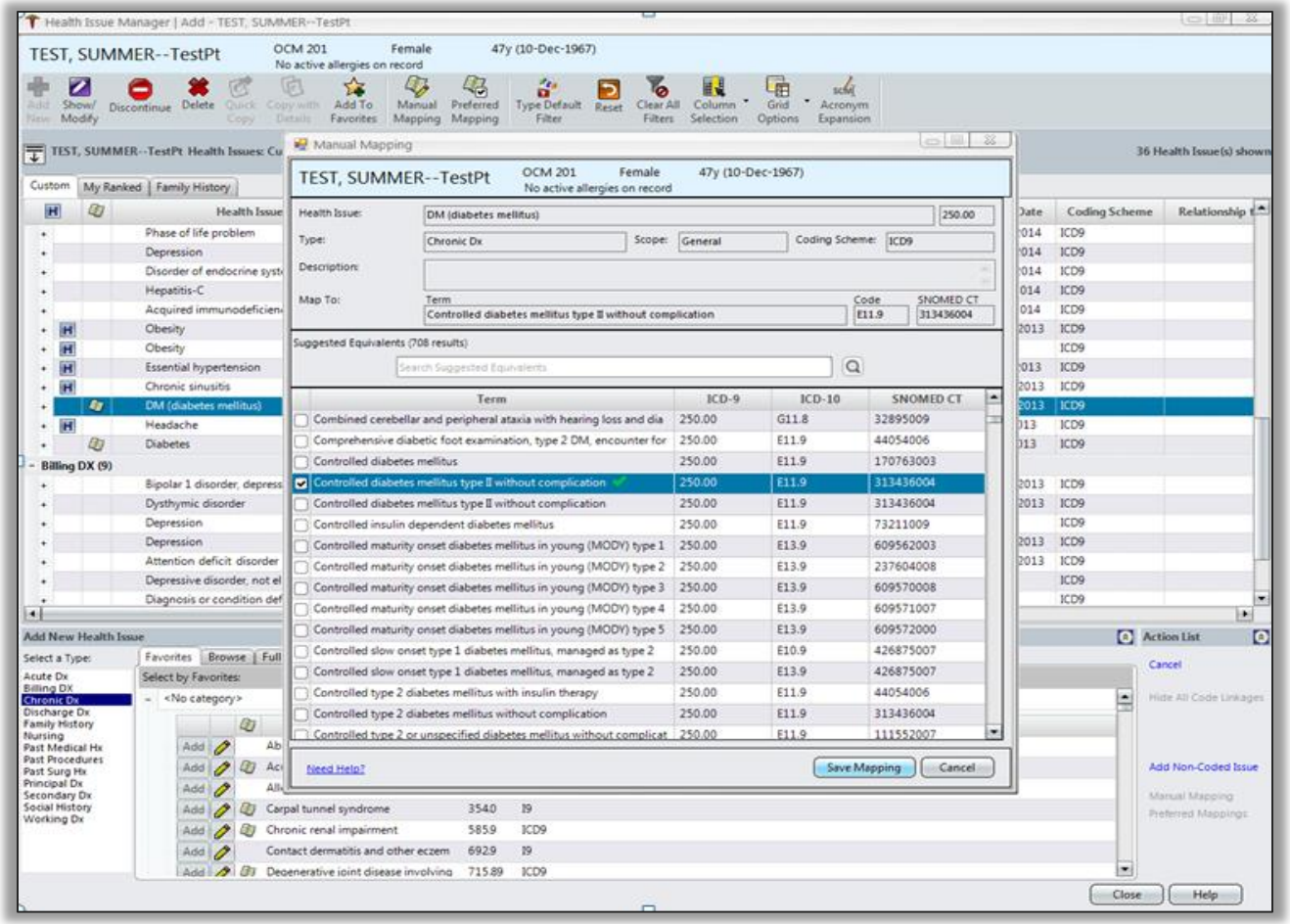
From the Manual Mapping window all terms associated with (DM (diabetes mellitus) for ICD-10 will appear, at this point select the most specific description possible.



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Operational Reminder:
How to Pull an Open Visit Report using EagleView

October 30, 2015

How to Pull an Open Visit Report using EagleView

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Daily reconciliation and closing of all registered patient encounters are essential to ensure that services provided will be billed accuratly. A closed encounter must include the name of the attending physician, visit type, discharge date, discharge disposition, discharge time, and diagnosis code(s). If any of these critical elements are missing, the claim cannot be processed. To ensure that all encounters for care are discharged in Eagle, use the EagleView Open Visit report. Accounts that appear on this report need immediate remediation

When running the Open Visits report, leave the Visit Date Range blank on the query screen so that all open visits will appear on the report.

How to Pull an Open Visit Report using EagleView (cont.)

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The Open Visits Results screen will provide the count on the Open Visits.
The Open Visit Results Details section will list all accounts that are still open. For easy manipulation of the data, export to Excel and filter by visit date.

Reminders

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- 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

Ongoing Support: Code Conversion

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- **Devices that are generally eligible for code conversion activities typically include:**
  - Reports
  - Data extracts
  - Clinical orders and plans of care
  - Referrals and appointments for clinical services
  - Technology application-specific tables, dictionaries, or functionality that is designed to represent or use a specific sub-set of the overall ICD-9 and ICD-10 code set.
  - Forms, documents, and other data capture vehicles that currently include ICD-9 diagnosis codes

- **Steps in the code conversion process**
  - Presentation of the device and diagnostic element(s) to be converted.
  - Diagnostic elements converted to ICD-10 equivalents.
  - Conversion presented to business/operational/clinical owner for review and approval.
  - Approved conversion presented to technical owner for update or replacement.
  - Device tested (as applicable) with new ICD-10 elements.
  - Device placed into production.

- **Caveats, exceptions, and assumptions**
  - Code criteria shall be presented in an acceptable format for conversion (e.g. – spreadsheet).
  - Business owner and/or ITS point of contact are responsible to validate the efficacy of the deliverable's content prior to submission. Invalid code criteria **shall not** be converted.
  - Code criteria defined by external agencies **shall not** be converted by PMO.
  - Device owner is responsible for approving the code conversion prior to re-programming.
  - It is at the IT point of contact's discretion as to how to best update converted devices.
  - Business owner is responsible for the redesign of forms, documents, and other "hard" data capture vehicles for which replacement ICD-10 codes have been provided.

Aids, Materials & References

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Technology Aids

- Eagle Gold – Admission Screen Search & Entry of ICD-10 Codes
- Eagle Mainframe – Admission Screen Search & Entry of ICD-10 Codes
- Eagle Mainframe – Outpatient Registration Screen Search & Entry of ICD-10 Codes
- Crown – ICD-10 Code Selection (for Providers)
- Using the NYP Code Converter to Translate ICD-9 Diagnoses
- Using Sunrise Record Manager (SRM) Coding Stations
- Using the EPIC Diagnosis calculator (Job Aid)
- Using OR Manager to select ICD-10 Diagnosis Codes
- Using the SCM ICDx Widget for Documentation Assistance
- Mediquant FirstComply: ICD-10 Diagnosis Field Location
- OR Manager ICD Code Update
- Superbill Error Message Infographic
- How to Identify Open Visits Using Eagle View

Provider Reference

- ICD-10 CMS Clinical Concept Guide – Cardiology
- ICD-10 CMS Clinical Concept Guide – Family Practice
- ICD-10 CMS Clinical Concept Guide – Internal Medicine
- ICD-10 CMS Clinical Concept Guide – Orthopedics
- ICD-10 CMS Clinical Concept Guide – Pediatrics
- ICD-10 Transition Guide for DSM-V
- DSM-V Coding Update
- ColumbiaDoctors ICD-10 Command CenterReference Guide
- ICDx Tool Demo – How to add Family History from Favorites
- Using the SCM ICDx Widget for Documentation Assistance
- Adding Health Issues in Allscripts
- ICD10 Code Selection in Crown
- Adding Diagnosis to Favorites in Health Issues within the SuperBill
- Mapping ICD-10 Health Issues to ICD-9

Provider Reference (cont.)

- Cornea ICD-10 Quick Reference Guide
- Glaucoma ICD-10 Quick Reference Guide
- Neuro-Ophthalmology ICD-10 Quick Reference Guide
- Oculofacial ICD-10 Quick Reference Guide
- Pediatric Strabismus ICD-10 Quick Reference Guide
- Retina ICD-10 Quick Reference Guide

Other Resources & Materials

- Medicare Local Coverage Determination (LCD) – Zoledronic Acid
- Medicare Local Coverage Determination (LCD) – Rituximab
- Medicare Local Coverage Determination (LCD) – Erythropoiesis Stimulating Agents (ESA)
- ICD9 and ICD10 code lookup tool for East Campus
- ICD9 and ICD10 code lookup tool for West Campus

Ongoing ICD-10 Support

Revenue Cycle Academy

Email
icd-10help@nyp.org

IT Service Desk
212-746-4357 (4-HELP)

Website
ICD-10 AnTENna

**** Please note: The ICD-10 help line will no longer be available after Oct. 30th . Please contact the service desk for any IT application related issues.***

In-Webinar Questions & Answers

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Q: **Where do we locate the NYP Code Converter?**

A: Staff may access the NYP Code Converter through the ICD-10 AnTENna website (http://nyplearningcenter.org/apps/eLearning/cms/icd10/) by clicking on the link in the box labeled “Code Converter,” on the homepage.

Q: **In Radiology, we are finding that requisitions generated from EPIC still contain both ICD-9 and ICD-10 codes. Should we be entering both in Eagle during our registration to remain compliant with documentation? If so, should the ICD-10 code always be primary?**

A: It is okay for there to be dual coding in Eagle. The sequence of ICD-9 & ICD-10 codes does not affect the billing of a claim, as Eagle will only push ICD-10 codes out the door for services dated October 1st & onward.

Q: **Are there specific SCM security rights controlling Preferred Mapping?**

A: No. There should be an option to enable access to Preferred Mapping in SCM. If your Preferred Mapping icon appears to be disabled, contact the helpdesk (servicedesk@nyp.org) & provide them with a screenshot of your disabled icon.

Q: **Are there any codes that are invalid primary diagnosis for Medicare claims?**

A: Yes. There are many codes that are considered invalid as primary diagnosis for Medicare. You can use the MediQuant Medical Necessity Checker to verify which codes are valid/invalid to submit on a Medicare claim. This tool can be found on the Infonet, under “Clinical Resources”, or at https://mediquantfirstcomply.com/firstcomply5/default.asp. *Please note: You might need to request access to this tool.*

Q: **In Radiology, we are receiving many walk-in Pediatric X-ray patients that have requisitions that contain ICD-10 “S” codes. We know that "S" codes require an accident link but not all parents are willing to provide the specifics of the accident. How important is the accuracy of the accident link?**

A: Accuracy of the accident record link is preferred, however, if unable to obtain the accident information, use the date and time of the ED visit relating to the accident case.

NewYork-Presbyterian

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On behalf of NYP & the ICD-10 Support Center Team, we would like to thank everyone who participated in this major organizational transition. Keep up the good work!

We Came, We Saw, We Conquered, I-10!

AMAZING THINGS ARE HAPPENING HERE