

ICD-10 Transition Update

October 27, 2015

Agenda

- Review of Current Operating Performance
- Implementation Accomplishments
- Implementation Issues
- ICD-10 Operational Transition Webinar
- Reminders

Review of Current Operating Performance

Last 10 Days

Performance Metrics	10.13.15	10.14.15	10.15.15	10.16.15	10.26.15
DNFB/WIP					
Accounts Receivable					
Cash					
Denials					
Documentation					
Coding Production					
Support Center Calls	2	3	0	1	3
ICD-10 Help Inquiries	0	0	0	1	3
ICD-10 AnTENna Hits	142	153	99	106	540

- Support Center inquiries have largely subsided. Monitoring efforts are in full affect.
- Continue to see an increase in demand for documentation assistance requests.
- DNFB increases appear to be rooted in operational productivity. Smaller percentage increase due to systemic billing issues related to crossover encounters.

Implementation Accomplishments

Financial/Operational

- HIM Coded cases from October 1st to Date:

Cornell

IP - 3,538

ER - 8,411

ASU - 2,860

Columbia

IP - 3,769

ER - 10,322

ASU - 3,052

- Submitted 46,000 ICD-10 claims to insurance carriers
- Minimal to no inflow of ICD-9 codes on October registrations.
- Corrected approximately 8,000 erroneously coded outpatient encounters (5% of total volume)
- Close to 1,300 inpatient October discharges paid by insurance carriers

Technical

- Continued stability of all core NYPH applications and interfaces.
- Clearinghouse (Relay Health) Dx code truncation issues resolved
- Achieved ICDx interaction with 89% of all inpatient encounters
- Fixes to select cross-over period billing issues received from vendor, tested and installed into billing system.

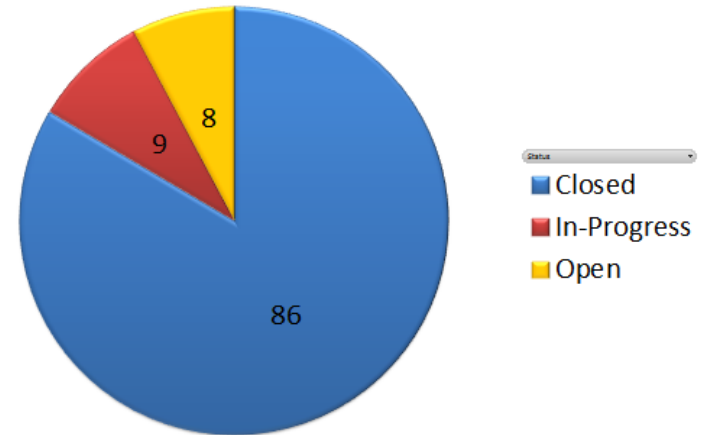
Implementation Items to Resolve

Priorities

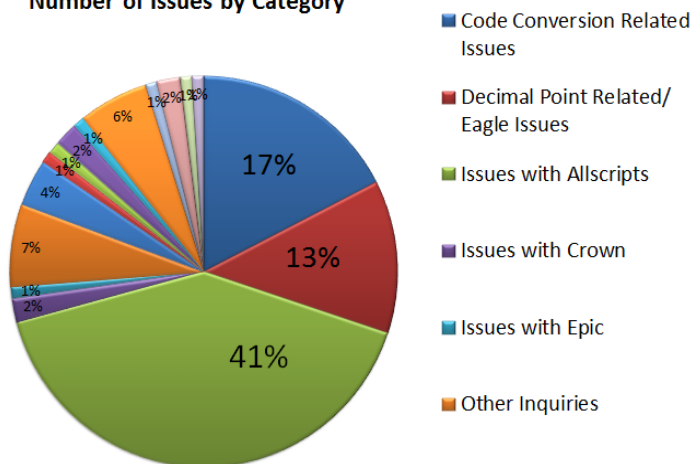
- Crossover period claims requiring adjustments to split billing programs in Eagle
- Dual coding required for select inpatient and outpatient encounters
- Healthfirst denying Medicare product line claims
- Empire Blue Cross unable to provide transaction acknowledgment report

Issue Tracking Summary

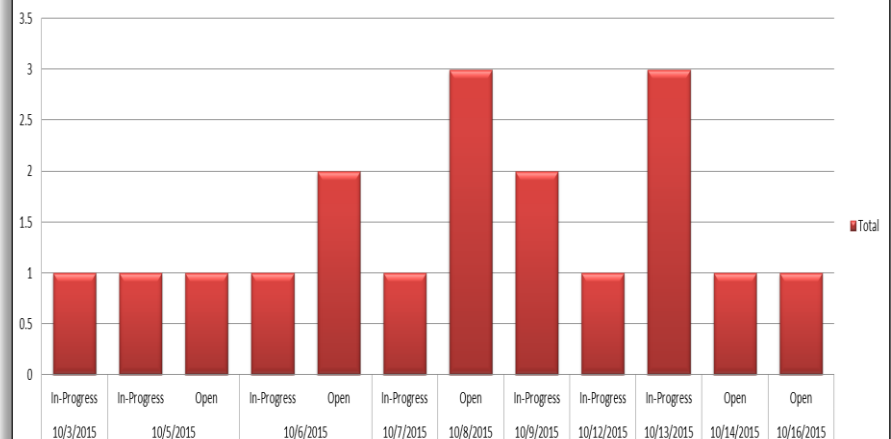
Status of Reported Issues



Number of Issues by Category



Number of Open and In-Progress Issues



ICD-10 Operational Transition Webinar

In an effort to transition certain ICD-10 specific responsibilities back to the operations ownership, we encourage you to attend the ICD-10 Operational Transition webinar on Thursday, October 29, 2015 at 10:00 AM. During this session we will provide participants with:

- A current state of implementation performance including key measures of operating and financial success
- A status on any remaining issues and items being resolved and applicable contingency procedures for those items
- A review of the various materials, resources, and tools that will continue to be available to you, your staff, and providers to leverage and support ongoing self-sufficiency in ICD-10

This session will be held via GoToTraining. Registration and access credentials to the event are included below:

Registration Link: <https://attendee.gototraining.com/r/7072095443749593601>

Training ID: 272-140-348 (as needed)

Telephone No.: +1 (510) 365-3331

Access Code: 862-340-119

Audio PIN: Shown after joining the training (Please note you must enter your audio pin in order to be unmuted to ask a question or make a comment)

Please be advised that we can only accommodate 100 people per session so access will be granted on a first come first serve basis. We encourage colleagues to assemble in central locations or offices to maximize the number of participants.

- 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

ICD-10 AnTENna

NewYork-Presbyterian Home Support Center

Support Center

The ICD-10 Support Center has been established to keep NYP informed of its ICD-10 transition success and insulate it from any potential adverse impacts that may include patient flow, patient experience, billing delays, claim denials, and payment integrity. The Support Center can be reached at 646-NYP-9-2-10 (646-697-9210) or by e-mailing ICD-10Help@nyp.org. Please see the calendar link below for hours of operation (subject to change).

Click the subjects below to access the corresponding support documentation.

[Calendar of Support Center Operating Hours](#)

[Implementation Guidance](#)

[Technology Aids](#)

[Provider Reference](#)

[Organizational Updates](#)

[Implementation Issues](#)

ICD-10 Widgets


COUNTDOWN TO ICD-10

DAYS	HOURS	MINS	SECS
9	9	50	36

ICD-10
Will Change Everything

NYP Code Converter

Click the icon below for the NYP Code Conversion tool

 NYP Code Converter

**Telephone Hotline
(To be Discontinued 10/30/2015)**

646-'NYP'-9210 (646-697-9210)

Email

icd-10help@nyp.org

Website

[ICD-10 AnTENna](#)