Will you be prepared for ICD-10 on Oct. 1, 2015?
Whether you are just starting to prepare or you’ve been well entrenched in the process, ICD-10 can seem overwhelming. To support you with your ICD-10 preparation efforts, Florida Blue has located valuable industry information, links and resources, to provide you with access to some of the most helpful tools in this one convenient location.

Connect with us

Questions?
Email ICD-10ProviderQuestions@floridablue.com
Visit www.FloridaBlue.com/ICD-10

Through this toolkit you are able to link to other websites and materials which are not under the control of Florida Blue. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them. Every effort is made to keep the links to websites and documents current. However, Florida Blue takes no responsibility for, and is not liable for, the website being temporarily unavailable. Florida Blue does not necessarily approve or endorse the industry opinions contained in the linked articles and other artifacts. Florida Blue specific information is subject to change.
If you’re not sure how to prepare for ICD-10, you may want to start by understanding the basics. The Centers for Medicare & Medicaid Services (CMS) website has numerous resources available including the following provider tools:

- AAPC Coder’s Roadmap to ICD-10
- AAPC ICD-10 Will Change Everything
- ICD-10 and CMS eHealth: What’s the Connection?
- ICD-10 Basics for Medical Practices
- ICD-10 Basics for Small and Rural Practices
- ICD-10 CM/PCS: The Next Generation of Coding
- ICD-10 FAQs
- ICD-10 Planning Checklist
- ICD-10 Transition: An Introduction
- ICD-10 Transition: Focus on Non-Covered Entities
- Talking to Your Vendors About ICD-10: Tips for the Medical Practice
- Transition to ICD-10: Getting Started
Implementation Timelines

Though your practice or organization is unique, the ICD-10 Implementation Timelines and Checklists from CMS below are intended to guide you through the transition. The CMS website has numerous resources available including the following:

- ICD-10 Implementation Timelines for Practices, Hospitals and Payers
- ICD-10 Checklists for Practices, Hospitals and Payers
Implementation Guidance

The following CMS ICD-10 implementation guides and related information are intended to assist you through the many phases of ICD-10 implementation. These resources address a wide variety of implementation topics. The CMS website has numerous resources available.

- Develop Your ICD-10 Communication and Awareness Plan
- ICD-10 Implementation Guide for Large Practices
- ICD-10 Implementation Guide for Small Hospitals
- ICD-10 Implementation Guide for Small and Medium Practices
- ICD-10 Planning Checklist
- Looking Back at Version 5010 and Ahead to ICD-10
- Online ICD-10 Implementation Guide
- Plan to Mitigate Risk for a Smooth Transition
- Planning Your ICD-10 Transition Activities for 2013
- Review How You Use ICD-9 Codes
- Simple Steps to Improve Clinical Documentation

Access two free Medscape Education modules that provide guidance to small practices making the transition to ICD-10: ICD-10: A Roadmap for Small Clinical Practices and ICD-10: Small Practice Guide to a Smooth Transition. Continuing medical education (CME) and continuing education (CE) credits are available to physicians and nurses who complete the learning modules.

2014 General Equivalence Mappings

The 2014 General Equivalence Mappings (GEMs) for diagnosis codes and for inpatient procedure codes are now posted on the CMS website. The GEMs show the mapping between ICD-9-CM and the appropriate ICD-10 code(s). There are both forward (ICD-9-CM to ICD-10) and backward (ICD-10 to ICD-9-CM) mappings. The 2014 GEMs are based on the 2014 ICD-9-CM and 2014 ICD-10 codes. The 2014 Reimbursement Mappings are posted on the CMS website.
Education & Training

Executing an education and training plan is a necessity for ICD-10 implementation. Role-based training using various educational methods, according to the American Health Information Management Association (AHIMA), will have a major impact on effectiveness. For additional information and guidance on the education and training strategy, tasks and milestones to accomplish in advance of the ICD-10 mandate, visit the links below.

- ICD-10 Playbook from the Healthcare Information and Management Systems (HIMSS)
- ICD-10 Task Force’s AHIMA Training and Recommendation Resources
- Role-based model for ICD-10 implementation from AHIMA (Start Implementing ICD-10)
- ICD-10-CM/PCS Transition: Planning and Preparation Checklist from AHIMA

Journal of AHIMA, Eight Steps to ICD-10 Success (planning and providing essential training and education for individuals, whose primary role is either coding or clinical documentation improvement, are discussed).

- Journal of AHIMA, Developing an ICD-10-CM/PCS Coder Training Strategy (ensure coding staff have sufficient foundational knowledge of the biomedical sciences; learn the structure, organization, and unique features of ICD-10-CM/PCS; how to apply maps and crosswalks between ICD-9 and ICD-10)

Additional Education and Training Resources:

- ICD-10 Open Line Friday Provider Teleconferences¹
- ICD-10 National Provider Teleconferences and transcripts from CMS
- ICD-10 Continuing Medical Education Modules from CMS and Medscape
- 3M ICD-10 Education Program
- American Academy of Professional Coders (AAPC) Training, Certification and Education
- AHIMA ICD-10 Training
- Availity® Learning Center
- CMS ICD-10 website

Note: The CMS ICD-10 Implementation Guides referenced in this provider toolkit also include sections that address training.

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¹ Open Line Friday ICD-10 provider teleconferences are offered in alliance with representatives from Baptist Health South Florida, Lee Memorial Hospital, Mayo Clinic, Tampa General Hospital, Springs Family Medical Center, Availity, Secure EDI, Florida Blue, and special guests.

² Availity, L.L.C. is a multi-payer joint venture company. For more information or to register, visit Availity’s website at www.availity.com.
Communications

An ICD-10 communication plan is highly recommended by industry experts, no matter how large or small your organization. The plan will help create and sustain ICD-10 awareness, set expectations, establish timelines and increase collaboration across your organization and beyond. Meetings, emails, status reports, presentations, newsletters and other regular communications are some examples of communications to promote consistent messaging for your practice or organization.

The CMS implementation guides include a section addressing communication and awareness from initial definition to execution and lessons learned.

- ICD-10 Implementation Guide for Small Hospitals
- ICD-10 Implementation Guide for Small and Medium Practices
- ICD-10 Implementation Guide for Large Practices

Communication between healthcare providers, software vendors, clearinghouses, and billing services is an important part of the transition process. Learn how to get the conversation started.

- Talking to Your Vendors About ICD-10: Tips for Medical Practices
- Communicating with Your Payers About ICD-10
- Communicating with Your Software Vendor
- Questions to Ask Your Systems Vendors about ICD-10
Clinical Documentation & Coding

How will ICD-10 affect clinical documentation?
As practices prepare for the transition to ICD-10, there’s been a good deal of discussion about the many new codes ICD-10 offers and how clinical documentation will be affected. As with ICD-9, complete documentation is essential for patient care and accurate selection of ICD-10 codes.

ICD-10 Captures Familiar Clinical Concepts
Concepts that are new to ICD-10 are not new to clinicians, who are already documenting a patient’s chart with more clinical information than an ICD-9 code can capture about:

- Initial Encounter, Subsequent Encounter, or Sequelae
- Acute or Chronic
- Right or Left
- Normal Healing, Delayed Healing, Nonunion, or Malunion

Many ICD-10 codes—more than one-third—are identical except for indicating laterality, or whether the right or left side of the body is affected. The advantage of ICD-10 codes is that they enable clinicians to capture laterality and other concepts in a standardized way that supports data exchange and interoperability for a more efficient health care system.

Verifying Your Documentation is ICD-10 Ready
While ICD-10 should not require providers to change documentation practices, reviewing documentation will help you understand how ICD-10 will affect your practice. Understanding the scope of the ICD-10 transition will reduce the likelihood that you will overlook areas that need updates for ICD-10. Testing ICD-10, from documentation all the way through communication and billing services, is vital to making sure you have worked out any snags in the process before the ICD-10 compliance date.

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Tip
If you are overcome by the volume of numbers in ICD-10, focus by specialty!

The classifications of books at the library may overwhelm you too but if your interest is in learning French, wouldn’t you concentrate in the Language section?
Clinical Documentation & Coding

Take a look at the documentation for the most often used ICD-9 codes in your practice and work with coding staff to select the appropriate corresponding ICD-10 codes. Identifying these codes will help reinforce the information to highlight when documenting patient diagnoses for ICD-10.

- AAPC ICD-10 Code Conversion Widget
- AAPC ICD-10 Medical Coding Books
- AAPC Coder’s Roadmap to ICD-10
- AAPC White Paper: ICD-10: A New Dynamic in the Relationship Between Clinicians and Coding Professionals by Joe Nichols of Health Data Consulting and Rhonda Buckholtz of AAPC
- AAPC ICD-10 Will Change Everything. Will you be ready?
- DHHS/CMS ICD-10 CM/PCS: The Next Generation of Coding
- Simple Steps to Improve Clinical Documentation

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Testing

ICD-10 testing is one of the more critical successful factors in managing the potential risk of revenue interruption and achieving compliance associated with the ICD-10 mandate.

Florida Blue is implementing a three-phased approach to ICD-10 Provider Testing: Phase I is an ICD-9 and ICD-10 code comparison and validation process of clinical scenarios; Phase II involves the electronic receipt and internal processing of ICD-10 coded electronic claim transactions that were previously processed under ICD-9 codes; Phase III is the “round-trip” processing of ICD-10 coded electronic claim and remittance advice transactions.

It is important for providers who test with us to complete our Phase I testing before moving into Phases II and III. Phase I testing is key to understanding the necessity of appropriate medical documentation as a bridge to suitable ICD-10 coding. Final payment outcomes may hinge on this component.

Interested in testing ICD-10 with Florida Blue?

ICD-10 provider testing information including a self-service option is available for providers and vendors at www.floridablue.com/icd-10. Begin testing with us today!

CMS has resources to help providers conduct ICD-10 testing with their trading partners. To learn more, visit the CMS End-to-End Testing website.
Influencing Physicians and Practices to Embrace ICD-10

Enlightening the physicians or other leadership in your practice or organization relative to ICD-10 will not be without challenges. Below are a collection of related articles. Florida Blue does not necessarily approve or verify the following industry information, opinions, websites and resources for accuracy or completeness.

ICD-10 Training: What it takes to engage physicians
We’re not going to change the American Medical Association’s position on ICD-10 implementation today but maybe we can sway a few physicians in your organization. ... Read more »

The Physician Delay in Embracing ICD-10: Another Perspective
ICD-10 Monitor, June 11, 2013
The widespread lament about physicians’ lack of enthusiasm and failure to embrace and actively participate in the preparation for ICD-10 is ... Read more »

Paper Offers Strategies to Motivate Physicians to Embrace ICD-10 Training
Journal of AHIMA (journal.ahima.org), May 22, 2013
Give physicians ample lead time, explain how the new system can improve patient care, break old coding habits, and appeal to doctors’ ... Read more »

Five reasons you might actually like ICD-10
EHR Intelligence (ehrintelligence.com), Apr. 8, 2013
It’s too much work. It’s too expensive. It’s too confusing. It’ll slow my coders down. With all the fears, complaints, warnings, and dire predictions surrounding ICD-10, it’s easy to lose sight of the benefits that the new code set will bring to ... Read more »

4 Things Doctors May Actually Like About ICD-10
The upcoming switch to ICD-10 is causing much consternation, but there are indeed ways that the new system can help physicians and do a ... Read more »

Q&A: Guiding physicians to the right code can conquer ICD-10
EHR Intelligence (ehrintelligence.com), Mar. 11, 2013
In ICD-9, it says “there’s a Smith’s fracture of the radius”, and that’s all it says. What ICD-10 forces the physician to do is document things like ... Read more »

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Influencing Physicians and Practices to Embrace ICD-10

**Embracing ICD-10 Advocacy - Physician Practice Update**
AHIMA Physician Practice Update (physicianpracticeupdate.org), Feb. 22, 2013
Members of the AHIMA staff and ICD-10 Implementation Coalition recently met with the incoming House of Representatives Energy and ... Read more »

**4 Tips for Helping Physicians Embrace ICD-10**
Becker’s ASC Review (www.beckersasc.com), Feb. 8, 2013
To fully and properly implement ICD-10, healthcare practices will need more detailed information and increased cooperation from ... Read more »

**Training Physicians in ICD-10 by Medical Specialty**
3M focus, Jan. 8, 2013
The success of coding, reimbursement, and quality reporting under ICD-10 all depend on accurate documentation from physicians ... Read more »

**The Importance of ICD-10 Prep for Medical Practices**
Physicians Practice, Oct. 22, 2012
Preparing for ICD-10, the alphanumeric diagnostic code set slated to replace ICD-9 in October 2014, means bracing for a shift in coding behavior and revamping existing work flow patterns. Equally important, medical practices should ... Read more »

**Tackling ICD-10: Why Physicians Play the Largest Role in Adoption**
Becker’s Hospital Review, Oct. 1, 2012
For hospitals and health systems, adopting ICD-10 is a lot like painting a house. Before painting can begin, there must be some type of analysis to know how ... Read more »

**Engaging Physicians in the ICD-10 Transition**
ICD10 Monitor, July 17, 2012
The migration from ICD-9 to ICD-10, achieving a revenue-neutral position, or better, is important for providers and other involved parties. Understanding that the transition in itself should ... Read more »
Florida Blue’s ICD-10 Readiness FAQs

In implementing ICD-10, Florida Blue is following the payer guidelines from the Centers for Medicare and Medicaid Services (CMS). If you have specific questions about Florida Blue’s ICD-10 implementation and readiness status, please visit our ICD-10 web portal highlighted below for Florida Blue-specific ICD-10 readiness frequently asked questions.

If you would like to learn more about ICD-10 from a stakeholder collaborative perspective, please join us in a free 1-hour provider ICD-10 teleconference, Open Line Friday, the third Friday of every month at 9:30 a.m. ET. The program is co-hosted by a panel of established providers and ICD-10 stakeholders external to Florida Blue. For more information on this and other Florida Blue ICD-10 activity, visit www.floridablue.com/ICD-10.
Latest News

Sign up today to view or receive regular ICD-10 updates.

- Sign up for CMS ICD-10 Email Updates
- View recent CMS Email Update Messages
- Subscribe to CMS’s Latest News Page Watch
Related Links

- American Academy of Family Physicians (AAFP)
- American Academy of Professional Coders (AAPC)
- American College of Physicians (ACP)
- American Health Information Management Association (AHIMA)
- American Hospital Association (AHA)
- American Medical Billing Association (AMBA)
- American Medical Association (AMA)
- Association of American Medical Colleges (AAMC)
- Availity Health Information Network
- Centers for Disease Control and Prevention (CDC)
- Centers for Medicare & Medicaid Services (CMS)
- Florida Medical Group Management Association (MGMA)
- Healthcare Billing and Management Association (HBMA)
- Healthcare Information and Management Systems Society (HIMSS)
- Professional Association of Health Care Office Managers (PAHCOM)
- Workgroup for Electronic Data Interchange (WEDI)