

Florida Blue HIPAA 5010 Implementation

5010 Successes and Lessons Learned

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HIPAA 5010 Implementation

Challenge – Provider Collaboration and Testing

The ability to test from end-to-end with the revised base standard electronic transactions ***to provide business continuity assurance for:***

- *Operational efficiency and effectiveness* (operating cost, revenue cycle management, etc.)
- *Reporting accuracy* (completeness, integrity, timeliness, etc.)
- *Compliance* with industry regulations and corporate policies and procedures
- *Strategic alignment* with the industry (ICD10, Admin Simplification, HIPAA 6020, etc...) and corporate imperatives
- Provider, Trading Partner and Member confidence and continuity

HIPAA
5010

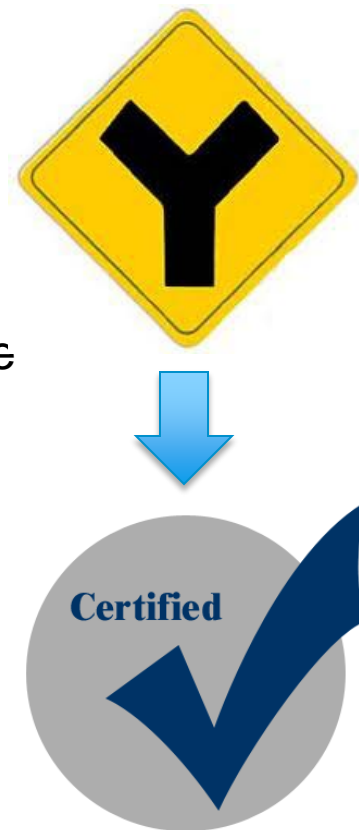


Production Validation Process

Approach

A **controlled HIPAA 5010 migration within a dual-mode production environment** that involved:

- The *identification of submitters* providing the top 80% of the various transactions
- *Schedule two or more controlled HIPAA 5010 submissions* for the identified submitters “Flash Cuts”
 - Provider delivers a 5010 file containing 500 -1500 transactions; and,
 - Provider reverts back to 4010 format
- *Monitor and analyze the process results*, including the response transactions (835, 271, 277, 278 and 997)
- *5010 production implementation* for submitters with successful 5010 submissions (“certified”)



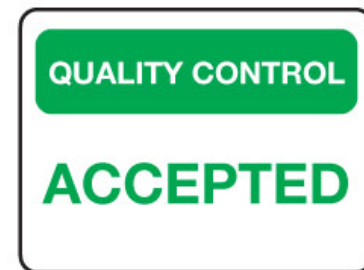
Production Validation Process

Submitter Participation Criteria

These *criteria were established with the submitters for the preliminary HIPAA 5010 mandate* to provide assurance of business continuity:

- Obtain or provide assurance the submitted *transactions are syntactical correct*
- *Ability to submit partial (mixed) 5010/4010 HIPAA file formats for any particular day*
- From the clearinghouse, the *ability to parse providers by 4010/5010 HIPAA file formats*
- *Ability to flip to and from 5010 HIPAA format as necessary*
- *Agreement to revert back to 4010 HIPAA format, if significant business disruption is related to a submitter specific submission*

**Providers that met these criteria, but were not in the top 80%, were still tested after the primary group was certified or in 'exception' circumstances.*



Production Validation Process

Business Continuity Monitoring (BCM)

- The BCM is an enterprise cross-functional team that met at least twice a week to monitor 5010 submissions / results
- Included Business, Information Technology, Information Management, Clearinghouse and Project Management.
- Provided a business disruption rating (BDR) for all identified HIPAA 5010 issues. The rating was based on frequency of the transaction, business impact and current remediation effectiveness.
- Collaborated with IT, business partners, clearinghouses, billing systems, practice management systems and providers to:
 - remediate the long-term issue; and,
 - manage the business disruption,
 - Hand hold stakeholders were appropriate

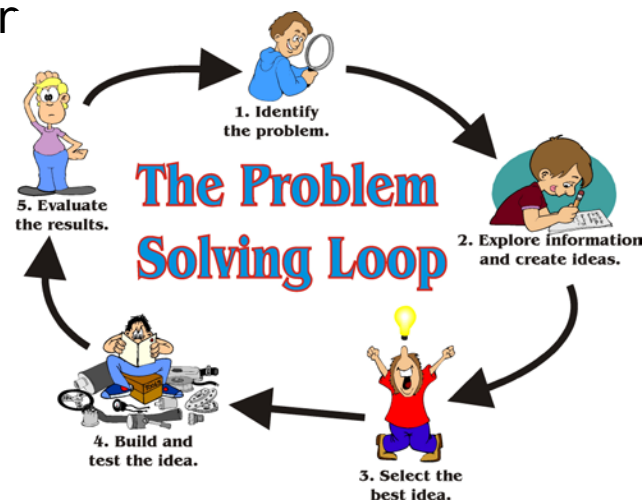


Production Validation Process

Remediation and Management of Business Disruption

Issue remediation was focused on the standard transactions short & long-term continuity. In the process of obtaining long-term effectiveness, business disruptior management included:

- If submitter specific, collaborate with the submitter to drop back to 4010 format
- Collaboration with other payers, providers, practice / revenue management systems, billers, and clearinghouses to address common issues
 - example *P.O. Box*
- Weekly “HIPAA 5010 Open Line Friday” calls to communicate and address provider/submitter issues and concerns (and “Internal 5010 Thursdays”)
- Dynamic edit management to mitigate business disruption while implementing the long-term remediation



Production Validation Process

Collaboration Efforts

Internal

- Claims Service
- Contact Centers
- Information Technology
- Project Management
- Finance
- Medical Review

External

- Clearinghouses
- Provider EDI Departments
- Provider Financial Departments
- Practice Management and Billing Systems
- Vendors
- Other Payers



Production Validation Process

What were the benefits?

- End-to-end analysis of standard transactions within a production environment, with limited disruption risks.
- Continuous business impact analysis during implementation period
- Industry-wide collaboration to ensure business continuity
- A process that would exist after implementation to ensure continued continuity (transaction based continuity team – proactive)
- A flexible methodology that can be applied to future mandates
- New levels of trust and collaboration with internal and external stakeholders
- Greater levels of understanding between BCBSF and its providers (including the layers in between)
- Industry leading successful 5010 migration

Production Validation Process



Leadership / Governance Structure

- Executive Sponsor – Provides overriding decisions, board updates on progress, funding assurance and executive leadership
- Steering Committee – Provide project decisions for tactical implementation of project objectives while aligning with corporate objectives
- Governance Committee – Provide project decisions for strategic and compliance alignment
- Provider Connectivity Solutions – Provide oversight of the Production Validation Process activities; and, HIPAA 5010 status reporting
- 5010 IT Project Team – Provide implementation, development, testing and project management

Production Validation Process

Results

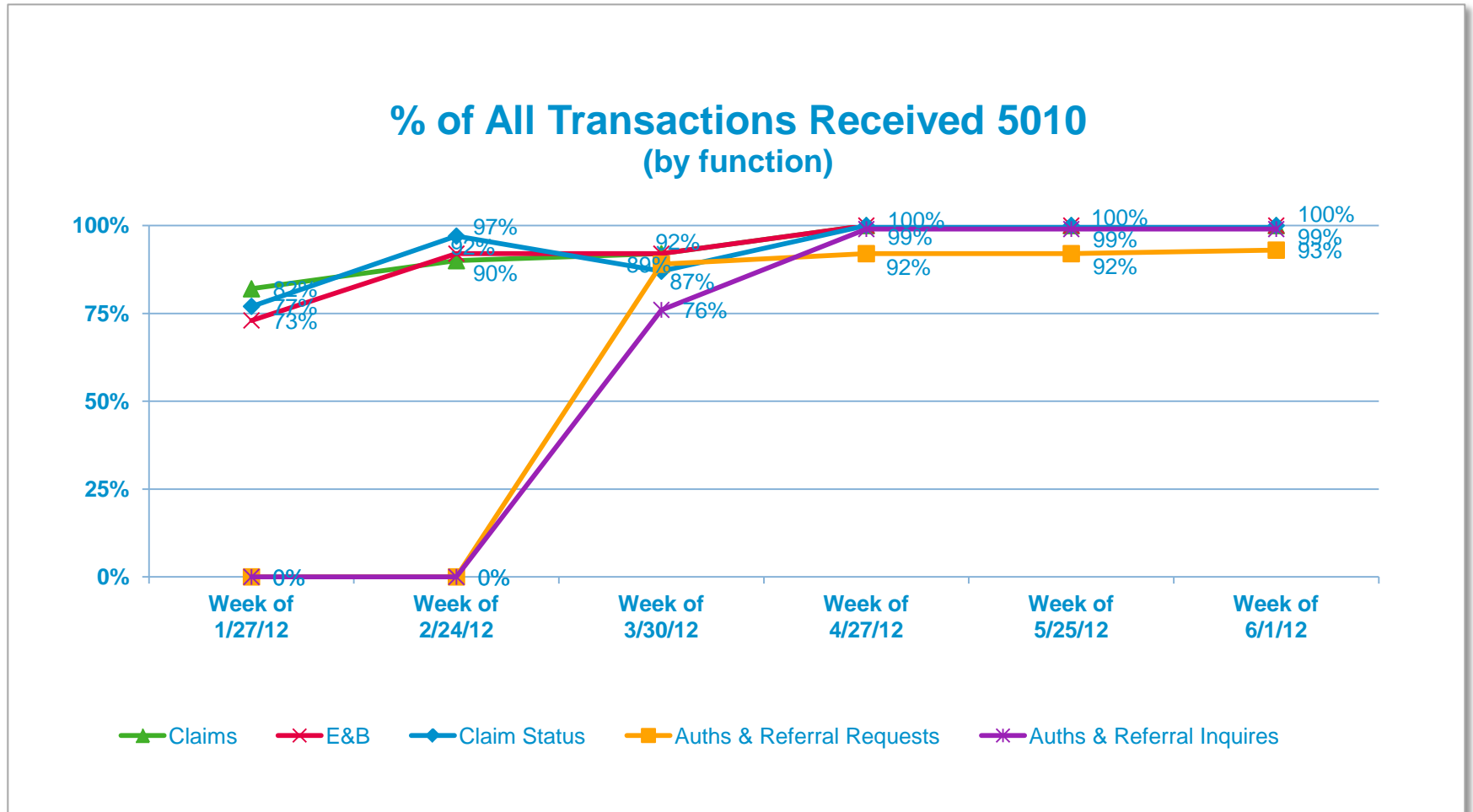
Percent of transactions received/delivered in HIPAA 5010 format as of January 1, 2012 –

- 84% of Claims (837)
- 100% of Remittances (835)
- 74% of Eligibility and Benefits (270/271)
- 58% of Claim Status (276/277)

Percent of transactions received/delivered in HIPAA 5010 format as of June 1, 2012–

- 100% of Claims (837)
- 100% of Remittances (835)
- 100% of Eligibility and Benefits (270/271)
- 100% of Claim Status (276/277)
- 95% of Authorizations (278)

Trending to Success



Florida Blue – Lessons Learned

Lessons Learned and ICD10 Application

A successful implementation with continued business efficiency and effectiveness includes the following:

- A “production-like” test environment or a dual-mode production environment to:
 - allow for the identification of “unknown” issues; and,
 - validate the effectiveness and efficiency of current design.
- Industry-wide collaboration
- Continuous monitoring of production metrics
- Continuous and transparent internal and external communication
- Effective governance that exists from start to finish
- Pro-active use of data in the form of analytics and informatics
- Plan and start early!

Contacts

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