

NCVHS Subcommittee on Standards

Hearing on HIPAA and ACA Administrative Simplification
--Operating Rules, ICD-10, Health Plan ID, Physician Prior Authorization

Panel 2 – ICD-10 Achieving a Successful Transition
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Practice Management is Essential to ICD-10 Transition

- * PAHCOM represents small physician office practices
- * Thousands of solo and 2-10 physician group practices still exist across the country
- * It is essential to get buy-in by these Physicians who still own small practices
- * Important for Providers and Managers to be in sync
- * Practice managers continue to play an integral role in facilitating full office transition and compliance

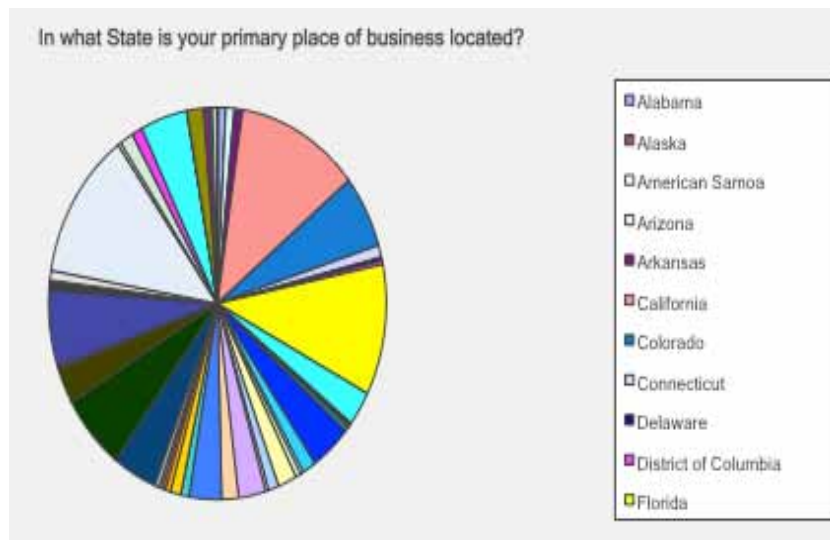


ICD-10 Readiness Assessment Survey

PAHCOM participated in CMS ICD-10 Readiness Assessment survey

With respondents representing small practices from across the country

- * California 11.8%
- * Colorado 6.0%
- * Florida 10.8%
- * New Jersey 4.2%
- * New York 6.3%
- * Ohio 6.3%
- * Pennsylvania 12.3%
- * Texas 4.5%



Varying Levels of Awareness

- * Nearly 100% of small practices are aware of ICD-10 requirements.
- * However there is varying levels of awareness and familiarity of these requirements.
- * When polled, a concerning number of respondents report unknown expected dates to begin external testing (31.3%).



Survey Respondent Confidence

Survey reveals –
moderate confidence within the industry

Recommend: Improved confidence in small practice industry

Organization Readiness

How confident are you that your organization will be ready to conduct transactions using ICD-10 by October 1, 2014? (Select One)

Answer Options	Response Percent
Very Confident	12.8%
Confident	33.6%
Neutral	21.4%
Somewhat Confident	21.6%
Not Confident	10.7%

Confidence in Vendor Readiness

How confident are you that your vendors and trading partners will be ready to conduct transactions using ICD-10 by October 1, 2014? (Select One)

Answer Options	Response Percent
Very Confident	13.6%
Confident	35.5%
Neutral	22.7%
Somewhat Confident	19.1%
Not Confident	9.1%



Online Training Proves Invaluable

- * A startling number of practices admit to not starting key implementation processes
- * **Websites, Implementation Guides** and **Online Training** continue to prove to be valuable resources for offices
 - YouTube.com/PAHCOM contains many detailed ICD-10 training videos and hopes to gain more
 - ✓ Training video: “CMS Presents –ICD-10 Training To Assist Small Physician Practice Managers” has received over 7000 views



Continued Resources

- PAHCOM sends ‘eNote blasts’ with latest updates
- PAHCOM.com offers CMS resource page providing additional ways to navigate to CMS small practice guides

Additionally practices are asking for :

- * Live person to call with questions and for troubleshooting support
- * Assistance with vendor readiness and upgrades
- * In-house chart audit guides
- * More on-demand webinars
- * Additional training tools for physician documentation



Small office practice concerns remain

Concerns remain among small office physician practices for:

- * Funding ICD-10 training and transition
- * Lack of provider time to train and educate
- * Physician resistance and physician understanding
- * Claims rejections and denials
- * Insufficient time to implement along with MU, PQRS, etc
- * Fear of insurance company readiness



Goal – Successful Transition

Additional suggestions for assisting small physician office practices:

- * Additional website resources and training videos
- * CMS trainers dispatched to PAHCOM chapters
 - ✓ Focused training for both physicians and managers
- * CMS presenter at PAHCOM National Conference mid-October
 - ✓ Provide troubleshooting guidance
- * Facilitate Vendor and Provider communications
- * Allow grace period for submission of ICD-9 and ICD-10 by providers to allow real time trial and error

