

CBAS ICD-10 Conversion Forum

Hosted By: CDA CBAS Branch

Date: September 2, 2015

Forum Participants

California Department of Aging (CDA), CBAS
Branch

Department of Health Care Services (DHCS)

California Office of Health Information
Integrity (CalOHII)

California Association of Adult Day Services
(CAADS)

CBAS Software Vendors

Medi-Cal Managed Care Plans

CBAS Providers

Agenda

2:00	Welcome and Housekeeping	CDA
2:05	Webinar Objectives	CDA
2:10	ICD-10 Conversion Overview	CDA/Cal OHII
2:20	Status Reports <ul style="list-style-type: none">• CBAS Provider Survey Results• CBAS Software Vendor Activities• Medi-Cal Managed Care Plan Activities	<ul style="list-style-type: none">• CDA/DHCS• CBAS Software Vendors• Plans
2:35	Questions and Answers	All
2:55	Wrap-Up and Resources	CDA

Housekeeping

- Copy of slides provided to webinar registrants and will also be available on the CDA website
- Webinar is being recorded and will be posted on the CDA website
 - http://www.aging.ca.gov/ProgramsProviders/ADHC-CBAS/CBAS_Training/Default.asp
- Q & A at the end of webinar

Webinar Objective

Provide a forum for discussion among CBAS providers, the State, managed care plans, and CBAS software vendors to address concerns related to the upcoming ICD-10 conversion

ICD-10 Conversion Overview

ICD-10 Conversion Overview

International Classification of Diseases, 10th Revision (ICD-10)	
Why the transition?	To allow for the expansion of ICD-9 codes due to limited codes, outdated/obsolete terms
Who is affected?	All HIPAA-covered entities (i.e., CBAS providers) who use diagnostic codes for authorization/billing purposes
When will change take place?	October 1, 2015

ICD-10 Conversion Overview

California Office of Health Information Integrity (CalOHII)

- ICD-10 stands for International Classification of Diseases, Tenth Revision. It has much more specificity and doesn't have a one-to-one conversion.
- There are a great number of new codes, but a great number of that increase is specificity such as laterality, left or right, and providers need only concentrate on those codes which they see most often in their practices. Later, we will provide some resources to help you find the right code.

ICD-9	Description	ICD-10	Description
883.0	Open wound of finger (s), without mention of complication	S61210A	Laceration without foreign body of right index finger without damage to nail, initial encounter
		S61211A	Laceration without foreign body of left index finger without damage to nail, initial encounter
		S61212A	Laceration without foreign body of right middle finger without damage to nail, initial encounter
		S61213A	Laceration without foreign body of left middle finger without damage to nail, initial encounter
		S61214A	Laceration without foreign body of right ring finger without damage to nail, initial encounter
		S61215A	Laceration without foreign body of left ring finger without damage to nail, initial encounter
		S61216A	Laceration without foreign body of right little finger without damage to nail, initial encounter
		S61217A	Laceration without foreign body of left little finger without damage to nail, initial encounter
		S61218A	Laceration without foreign body of other finger without damage to nail, initial encounter
		S61219A	Laceration without foreign body of unspecified finger without damage to nail, initial encounter

CBAS Status Report

CBAS Status Report

CBAS Provider Survey Results

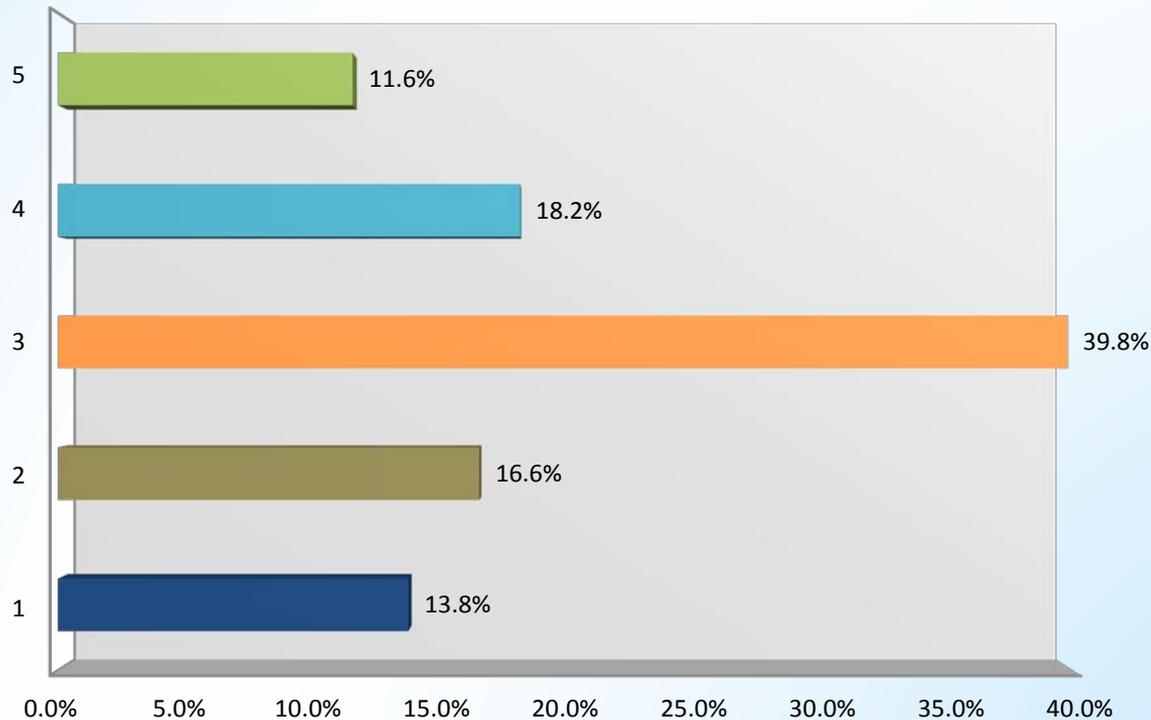
- Number of Responses: 181 providers
- Questions:
 - ICD-10 conversion awareness and readiness
 - Preparation and training process
 - Concerns
 - Training and resources necessary

CBAS Provider Survey Results

- 6% of providers not aware of the upcoming conversion on October 1
- 95% of providers are aware that the failure to submit authorization/claims with correct codes may result in an interruption to participant services and delays in claims payments
- 40% of providers feel “somewhat prepared” for the upcoming conversion (see chart on next slide)

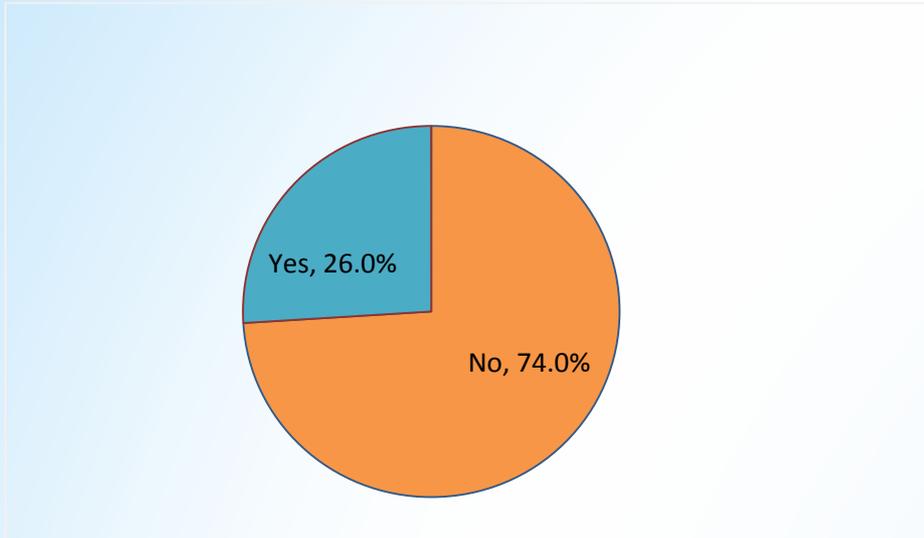
CBAS Provider Survey Results

On a scale of 1-5, how prepared do you feel for this transition?
1 (not at all prepared) - 5 (very prepared)



CBAS Provider Survey Results

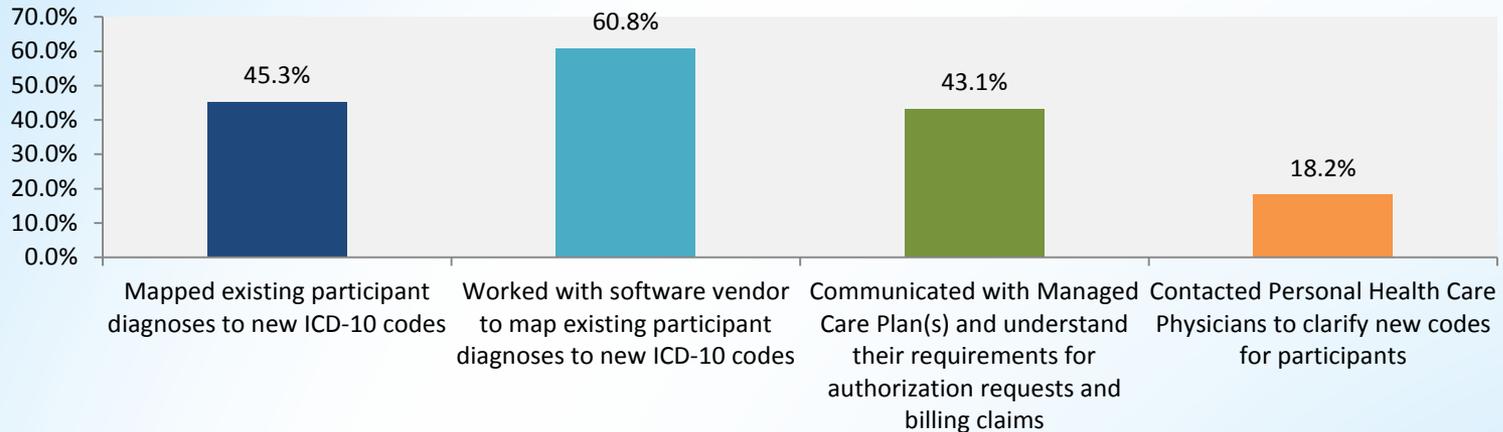
Have you received any training related to the upcoming transition? If yes, please specify all trainings attended.



- Attended training provided by:
 - ✓ Cal-Optima
 - ✓ Sutter Health
 - ✓ CMS
 - ✓ Software Vendor
 - ✓ CDPH
- Coding training
- Internet research (self)

CBAS Provider Survey Results

What steps have you taken to ensure your center is prepared for the implementation of ICD-10 codes on October 1, 2015? (check all that apply)



Additional steps taken

“Purchased ICD-10 code book”

“Nothing at this point”

“Discussed changes and training opportunities with center staff”

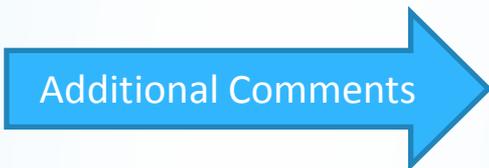
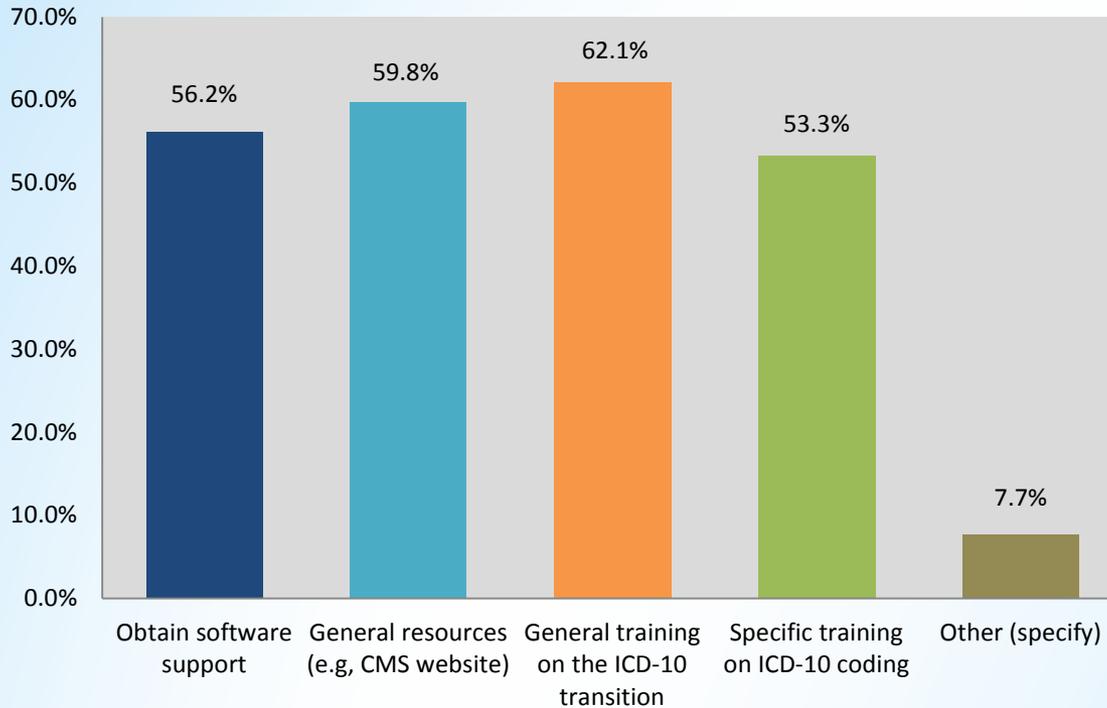
“Plan to attend available training and webinars”

“Manually changing codes”

“Volunteered to be a beta tester”

CBAS Provider Survey Results

What resources do you feel you need in order to be fully prepared for the upcoming transition? Check all that apply.



“Specific written instructions/training from DHCS and the managed care plans on how to handle claims after October 1, 2015 for services provided prior to October 1, 2015.”

“Designate call center/representatives to answer any questions related to this transition.”

“Publish guidance with “Top 40” diagnoses billed in CBAS.”

“Assurance that HMO's will not take too long to approve new TARS.”

“Specific training for RN's, billers and program directors on ICD-10 codes, and where they can find the new codes.”

“Mapping support provided through software vendor or other resource.”

CBAS Provider Survey Results

What concerns, if any, do you have about instructions from Managed Care Plan(s) about how to process CBAS authorization / reauthorization and claim submissions pre-and post-implementation of ICD-10?

Additional workload because have to resubmit crossover authorizations.

Each plan requires different documents. It will be much easier if all plans demanded the same procedure rather than the providers guessing on what they want.

What is the process if there will be a delay in services to re-initiate services?

No guidance provided by most plans.

Unclear instructions and plan's inability to confirm or answer questions.

Delay in authorization and penalization for inaccurate codes. Is the Managed Care Plan willing to be lenient in late TAR submission due to incorrect ICD10 code?

Unclear how different plans will handle crossover authorizations.

CBAS Provider Survey Results

Do you have any specific questions about the ICD-9 to ICD-10 transition that you would like addressed in a training prior to the October 1, 2015 ICD-10 implementation? If yes, specify below.

- **Software Conversion**
 - Concerned software vendor will not be ready on time.
 - Concerned will need to manually map codes as opposed to the software automating the conversion.
- **ICD-10 Code Conversion**
 - Concerned about additional staff time required related to implementation.
 - Many of the physicians contacted have not yet implemented ICD-10 codes. Hence, receiving limited response from these providers to update participant records.
 - Is it allowable for the CBAS center to convert ICD-9 codes to ICD-10 if they are unable to get new codes from the physician?
 - Where can we obtain the CMS ICD-10 codebook?
- **Managed Care Plan Processes**
 - Can plans hold a moratorium on new IPCs for a few months so they will not be considered late as CBAS providers acclimate to the new coding system?

Status Report

- Updates from software vendors

Conversion Process	<ul style="list-style-type: none">• Manual look-up?• Automated mapping?• Other?
Software Updates	<ul style="list-style-type: none">• When?• How?
Testing	<ul style="list-style-type: none">• Provider testing?• Managed Care Plan testing?
Guidance	<ul style="list-style-type: none">• Email?• Training?• Written guidance?• Technical difficulties?
Contact Information	See slide #22

Q & A



Wrap-Up and Resources

Provider Checklist!

- ✓ Talk with your contracting managed care plans to understand their requirements for:
 - Current TARS that expire after 10/1/15 that were authorized with ICD-9 codes
 - Submission of claims after 10/1/15 for services provided and authorized with ICD-9 codes (e.g. date they will no longer accept)
 - Single or split billing for services prior to and after 10/1/15
- ✓ Work with your software vendor to understand what functions your software will automatically perform (e.g., mapping ICD-9 codes to their ICD-10 equivalents)
- ✓ Map the ICD-9 to ICD-10 code changes if you do not work with a software vendor and/or your software vendor does not provide automatic mapping
- ✓ Identify which participants have diagnoses that do not have a one-to-one ICD-9 code match with ICD-10. For participant diagnoses that do not have a matching ICD-10 code, contact the participants' personal care physicians as necessary to obtain the correct codes
- ✓ Change codes in participant health records



Wrap-Up and Resources

- Upcoming Training Opportunity

CMS Small Provider/Road to 10 Training and Webinar, September 24 and 25

Training Location	Shasta Senior Nutrition Program Mercy Oaks Campus 100 Mercy Oaks Drive, Redding, CA 96003
Date	Thursday, September 24, 2015
Time	9:00 – 11:00 a.m. or 1:00 – 3:00 p.m

Webinar Registration	CDA will provide registration link to all CBAS providers when it becomes available
Date	Friday, September 25, 2015
Time	9:00 – 11:00 a.m.

Wrap-Up and Resources

- Additional information about ICD-10 conversion is available on the CDA website
 - http://aging.ca.gov/ProgramsProviders/ADHC-CBAS/Forms/2015/2015_0429_15-04_International_Classification_of_Diseases_10th_Rev_FINAL.pdf
- and the CMS website
 - <https://www.cms.gov/Medicare/Coding/ICD10/index.html?redirect=/ICD10>
 - <http://www.roadto10.org/>

Contacts

Organization	Contact When...	Contact Information
CAADS	Resources/general info	Phone: (916) 552-7400 Email: Kathy@caads.org ; Lydia@caads.org
CBAS Software Vendors	Software related questions	See below
Correlink Systems, Inc. (Steve Braker)	iLife Users	Phone: (949) 338-4787 Email: sbraker@correlink.com
RTZ Associates, Inc. (Laura Emery)	CADCare Users	Phone: (510) 986-6700 Email: laura@rtzassociates.com ; support@cadcare.com
TurboTAR (Renee Nashtut)	TurboADHC Users	Phone: (888) 757-eTAR Email: rnashtut@turbotar.com
Medi-Cal Managed Care Plan (s)	Authorization/claims related questions	Contact provider representative

CDA Contact Information

CDA on the Web	<ul style="list-style-type: none">• www.aging.ca.gov• CBAS Updates
Addresses	California Department of Aging CBAS Branch 1300 National Drive, Suite 200 Sacramento, CA 95834 cbascda@aging.ca.gov
Phone	(916) 419-7545
Fax	(916) 928-2507

Thanks for Participating!