Disclaimer

This webinar may be recorded. This webinar presents a sampling of best practices and overviews, generalities, and some state laws. This should not be used as legal advice. Itentive recognizes that there is not a “one size fits all” solution for the ideas expressed in this webinar; we invite you to follow up directly with us for more personalized information as it pertains to your specific practice and issues.

Thank you, and enjoy the webinar.
Upcoming Webinars

Preview of the CMS Proposed Meaningful Use Relaxation Rule

Wednesday July 22
12:00 PM CDT

Improving Patient Satisfaction with the Portal

Wednesday August 12
12:00 PM CDT
Introductions

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Are You Ready?

What does the General Equivalency Mapping (GEM) Do? When do I run it?

What does the Clinical Data Loader (CDL) do? When do we run it?

What does the Hot Fix Do? Do I need it?

Do I enable the Intercept Tool? What does it do?

Build in Test? Build in Prod?
What does the General Equivalency Mapping (GEM) do?
When do I run it?
Do I need to add my ICD 10 codes to my diagnosis categories?
Build in Test...
No Build in Prod
How do I enable the Intercept Tool?
What does it do?
What does the Clinical Data Loader (CDL) do?

We got you covered.

ICD-10
Initial Question and Answers

• What does the General Equivalency Mapping (GEM) Do? When do I run it?
  • The GEM maps your ICD10 codes to your ICD9 codes. It needs to be run after loading both your ICD9 and ICD10 files. You must also run this after the Hot Fix is applied. Choose Option Create New Mappings after you have applied the Hot Fix.

• Do I enable the Intercept Tool? What does it do?
  • Yes, you will need to enable this. The KBM transition toolkit will have a button to enable this feature. Available 7/15. The intercept tool will capture any ICD 9 codes before they go to EPM.

• What does the Hot Fix Do? Do I need it?
  • Yes, you need it. It is also cumulative, all previous Hot Fixes are included so plan to TEST thoroughly.
Initial Question and Answers

• Build in Test? Build in Prod?
  • You need to make sure you have a recent copy of PROD in your TEST environment. If you build in PROD, complete your system template configuration, diagnosis categories, then copy this into TEST for testing purposes. Or you can build your system practice template configuration in TEST and import them into PROD. Nextgen will have an updated checklist for the latter.

• What does the Clinical Data Loader (CDL) do? When do we run it?
  • The CDL affects HCC coding, search results, clinical problems (SNOMED) to ICD mapping and ICD9-ICD10 mapping. The CDL must run on all your DB servers. You need to run it prior to your application upgrade and then it is recommended you run it after you load your ICD 10 codes. It should be ran monthly thereafter on PROD. New Release 7/8/15.
Agenda

• Pre-Implementation
• ICD-9/ICD-10 Comparison Utility
• TEST Environment Implementation
• Implementation Tips
• Testing
  ▪ EHR
  ▪ PM
• Hot Fixes

• Looking Ahead
• CMS Test Results
• Clearinghouse and Payer Readiness
Pre-Implementation

Verify that your practice has NextGen Version 5.8 and NextGen KBM 8.3
Pre-Implementation

Ensure that access to the NextGen Root Components Folder has been enabled

- If you are hosted by a third party or if you connect via Citrix, you may be limited in your access to the NextGen Root Folder
- Sharing the NextGen Root folder across network drives will ensure easy access
NextGen Root Folder

Components from the Root Folder that are required for successful implementation are:

- NextGen.Shared.ICD/CPT Update Utility
- ICD-9 and ICD-10 GEM .txt files
- 2015 ICD-10 Code File (ICD10_CM_2015.txt)
  - For TEST environments upload the most recent ICD-10 file available

NOTE: You must have Microsoft Excel to import the ICD-9 code file. At this time there is not a workaround for clients who don’t have access to Excel.
Pre-Implementation

• Decimalize the current ICD-9 Library
  ▪ If your library is without decimals, reinstalling the ICD-9 Library will help you accomplish this step

• Run the Clinical Data Loader (CDL) prior to upgrading to version 5.8
  ▪ It is recommended that the CDL is run on a monthly basis as it contains HCC data and SNOMED mappings between problems and ICD codes.
  ▪ The most recent version of the CDL update is from February 2015, another update is expected to be released mid July 2015

• Perform a refresh of your database in your TEST environment if one has not be done in the past 30 days
ICD-9/ICD-10 Comparison Utility

Comparison Utility Purpose

- Web based educational testing tool
- Familiarity with code mapping
- Analysis of 837 Claim file
- Help providers to become efficient in their understanding of codes
- Allow coders to better understand the new codes for reporting and educational purposes
- Understand and compare reimbursement differences between the two code sets
ICD-9/ICD-10 Comparison Utility

Must have access to the NextGen Healthcare Client Portal

- Receive initial administrator access for the utility
- Upload an 835 file for testing
- Review individual codes

- Upload a spreadsheet of ICD 9 codes to get the ICD 10 codes

<table>
<thead>
<tr>
<th>ICD9 Code</th>
<th>ICD9 Description</th>
<th>ICD10 Code</th>
<th>ICD10 Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>599.0</td>
<td>&quot;Urinary Tract Infection&quot;</td>
<td>N39.0</td>
<td>Urinary tract infection, site not specified</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ICD9 Code</th>
<th>ICD9 Description</th>
<th>ICD10 Code</th>
<th>ICD10 Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>780.60</td>
<td>Fever, unspecified</td>
<td>R50.2</td>
<td>Drug induced fever</td>
</tr>
<tr>
<td>780.60</td>
<td>Fever, unspecified</td>
<td>R50.9</td>
<td>Fever, unspecified</td>
</tr>
<tr>
<td>272.2</td>
<td>Mixed hyperlipidemia</td>
<td>E78.2</td>
<td>Mixed hyperlipidemia</td>
</tr>
<tr>
<td>473.1</td>
<td>Chronic frontal sinusitis</td>
<td>J32.1</td>
<td>Chronic frontal sinusitis</td>
</tr>
<tr>
<td>493.90</td>
<td>Asthma, unspecified type, unspecified</td>
<td>J45.998</td>
<td>Other asthma</td>
</tr>
<tr>
<td>493.90</td>
<td>Asthma, unspecified type, unspecified</td>
<td>J45.909</td>
<td>Unspecified asthma, uncomplicated</td>
</tr>
<tr>
<td>333.94</td>
<td>Restless legs syndrome (RLS)</td>
<td>G25.81</td>
<td>Restless legs syndrome</td>
</tr>
</tbody>
</table>
TEST Environment Implementation

- Import ICD-9 codes with an expiration date of 9/30/2015.
  - Overwrite the current coding descriptions and data parameters with this new data
- Import ICD-10 codes with an effective date of today
  - Making codes effective today allows for current testing in the environment

* When importing codes into PROD (once all documentation and hot fixes have been released) the effective dates of the two code sets should be mutually exclusive. The ICD-9 code set should terminate on 9/30/2015, and the ICD-10 code set should be effective on 10/1/2015
TEST Environment Implementation

Run the NextGen ICD/CPT4 Update Utility

• The purpose of this utility is to update both the ICD-9 and ICD-10 codes

• Updating the ICD-9 codes will assist in the GEM mappings.

If you check this box it will remove all your edited descriptions (Not Recommended).
TEST Environment Implementation

• Import the ICD-10 code set from the Master File into the ICD Library
  - If multiple libraries exist, ensure that this is done for each one

• Importing the ICD-9 codes with the utility will automatically populate the diagnosis library. Ensure that the codes are accurate.
  - Again, if multiple libraries exist, ensure that this is done for each one
TEST Environment Implementation

You will only need to pull the ICD 10 codes into the Diagnosis Library.
TEST Environment Implementation

Use the GEM Mapping Utility within the diagnosis library to map **BOTH** the ICD-9 and ICD-10 libraries to their respective counterparts.

- E08.21  ➡️  249.40 and 581.81
- E08.341  ➡️  249.50, 362.01 and 362.07
TEST Environment Implementation

Run the Clinical Data Loader Utility after the ICD-10 codes are imported and the effective dates are entered into the TEST environment

• This ensures that the codes are readily available in the diagnosis search in EHR

• The update that is slated to be released Mid July 2015 will include some important ICD-10 requirements
TEST Environment Implementation

• Set-up ICD-9 codes for non-covered HIPAA entities in the payer master file
  ▪ Under Defaults-2, select Send Diagnosis Mappings on Claims

• Enable claim edit 279
  ▪ This edit is enabled for the payers who will only accept ICD-10 codes (all HIPAA-covered entities)
ICD-10 Implementation Tips

Change effective/expiration date parameters

- Dates are set using the ICD/CPT Import Utility for ICD-10 codes. The dates in the file can, and should, be over-written to ensure that ICD-10 codes are not enabled in PROD until October 1, 2015. The date fields for the ICD-9 import will only update for new codes. Any codes that already exist in the library will retain to their effective/expiration dates.
ICD-10 Implementation Tips

• To alter dates, open the ICD Master File
• Select the Norton new button
• Select Update Eff/Exp Dates
• Fill in the parameters accordingly and select OK
• Using this utility, you can solely change the Effective Date, Expiration Date, or both. Ensure, especially in production, that the dates are mutually exclusive (as of October 1, 2015).
ICD-10 Implementation Tips

System Administration

• It is recommended with any large upgrade that System Admin be reviewed
  ▪ Any user group that should not have access to a new functionality should have those rights removed

• For ICD-10 there are new rights to Add Synonyms to ICD Codes and SNOMED codes
  ▪ It is important that practices review the diagnosis specific editing rights
Test, Test, Test

• Following these steps will ensure the TEST environment includes all the required components for testing
  ▪ This should also include the necessary Hot Fixes once they become available

• Be sure to test both EHR and PM applications
NextGen EHR Testing

NextGen EHR Testing should include:

- Both ICD-9 and ICD-10 encounters for comparing differences
- Main Diagnostic Coding Workflow:
  - Add or Update Assessment template
    - Common Assessments
  - My Plan
  - Assessment/Plan Details Template
  - Chronic Conditions
  - Finalize Templates
- Templates that include Orders
- Templates that include Procedures
NextGen EHR Testing should also include:

• Any changes made on the Care Guidelines template
• Stored diagnoses in both Quick Saves and Quick Notes
• Templates that utilize procedures with default diagnoses
• Office Diagnostics Template
• Specialty Specific Templates
• Biopsy Log
• Ensure the functionality of any clinical data fields built to support ICD-10 documentation
NextGen EHR Testing

Note: NextGen ‘out of the box’ templates/modules (i.e. Common Assessments, procedures, office diagnostics, standing orders, etc.) work based off of ICD code effective dates. With the coding libraries containing mutually exclusive effective/expiration dates, these templates should populate with the correct code set.

* All custom templates will need to be reviewed, tested, and may need to be re-developed
NextGen PM Testing

NextGen PM Testing should include:

• Charge Posting (both ICD-9 and ICD-10 encounters)
• Claim Creation
  ▪ Claim Edit Library
  ▪ EDI File
• Send test claims to clearinghouse
  ▪ Contact clearinghouse regarding test claims
  ▪ Confirm ability to send any parameters that need to be met
  ▪ Test with payers that accept test claims
Post-Test

• Configure any necessary changes in the TEST Environment based on testing results
• Retest any changes that were configured in the TEST environment
• You will need to understand not only how to choose the correct code but, most importantly how documentation must change to support the code chosen
• And Of Course.... Training... Training.... And More Training!
Hot Fixes

Hot Fixes for these versions will be released as follows:

• 5.8.1 – (Hot Fix 140) Released
• 5.8.2 – (Hot Fix 16) Released
• 8.3.0 through 8.3.10 – July 15, 2015
• 5.8.0 – August 3, 2015
• Provider Mobile 2.4/2.5 – Released
• Provider Mobile 2.3.5 – August 3
• Dashboard UD1 – Released
• Population Health – Released
Hot Fixes

• These Hot Fixes are an integral piece of the ICD-10 implementation and must be applied prior to 10/1/2015
  ▪ An Ambulatory Application earlier than 5.8 will not be ready for ICD-10
  ▪ An Ambulatory KBM earlier than 8.3 will not be ready for ICD-10

• Accessibility of Hot Fixes
  ▪ NextGen Healthcare Website → Client Resources → Knowledge Exchange → Release Download Page → Hotfix Section
KBM ICD 10 Hot Fixes

• Includes solutions to fix
  ▪ Hard-Coded ICD-9 codes
  ▪ Fix ICD-10 Defects
  ▪ Order sets

• Application Enhancements
  ▪ Standalone Tools
  ▪ Enhancement for Future Orders
  ▪ Hide ICD-9 in Provider Favorites
Hot Fixes

• Includes an important medical necessity update

• Application Enhancements
  ▪ Dual- Coding Pop-Up
  ▪ Immunization SQL script
  ▪ Optik Update
  ▪ EHR Report Writer
  ▪ Intercept Utility

*You must enable each enhancement once the Hot Fix has been applied, EXCEPT for the ICD-9 intercept utility enhancement which is an automatic function*
ICD Intercept Tool

• This tool helps to catch the ICD-9 codes that have a one to many match, and then prompts a user to choose an appropriate ICD-10 code
  ▪ The Procedure Charge Mapping dialog box will assist in appropriate code selection

• The tool will function when an ICD-9 code is entered on or after the compliance date of 10/1/2015 when submitting a charge to the Superbill or in the Problems Module

* If a code has a one-to-one match, the workflow will proceed without interruption
ICD Intercept Tool

Change the date of the ICD Intercept Tool

• This tool is designed to prevent any hard-coded ICD-9 codes in NextGen EHR templates, from being sent through the charge crossover to NextGen PM after 10/1/2015.

• Changing the effective date in the TEST environment will allow users to simulate this charge process.

• Changing the date of the Intercept tool will require SQL, more information regarding the tool will be available in the KBM Hotfix mid July 2015.
Looking Ahead

In the Ngkbm Common Dx Framework review any customized work and add ICD-10 equivalents to prior ICD-9 additions:

• Ngkbm Common Dx Framework
  ▪ Impression Plan
  ▪ Clinical Guidelines
  ▪ Cardiology Assessment/Plan
  ▪ Derm Ex
  ▪ Derm Template Assessments
• Ngkbm DX Common Assessments
• Ngkbm Data Sets
• Ngkbm Office Diagnostics
• Ngkbm Template Defaults
• Ngkbm Biopsy Log
Looking Ahead

Evaluate Contracts

• Be especially thorough when examining new contracts

• Watch for payment adjustments for broader ranges of diagnosis codes

• Contracts which include pay for performance based on ICD-9 need to be modified for ICD-10
Looking Ahead

• Diagnosis Category
  ▪ Nextgen categories will pull in ICD 10 codes for you, but any custom created categories will need the ICD 10 codes added.

• Data Maintenance
  ▪ Healthwise Patient Education – Available Now
    • Catholic
      ▪ [https://knowledge.nextgen.com/pe/action/km/viewelement?id=10119649](https://knowledge.nextgen.com/pe/action/km/viewelement?id=10119649)
    • Multiple Language
      ▪ [https://knowledge.nextgen.com/pe/action/km/viewelement?id=10168714](https://knowledge.nextgen.com/pe/action/km/viewelement?id=10168714)
CMS End to End Testing

- The second round of CMS ICD-10 End to End Testing was a success
- 20,306 of the 23,138 test claims received, were accepted
  - This means the ICD-10 testing period had an acceptance rate of 88%
  - This number was up 7% from the first round of testing performed in January 2015
- Two percent of claims rejected were a result of ICD-10 related errors
  - > 1% were a result of invalid ICD-9 codes
  - ~ 9% occurred as a result of errors unrelated to ICD coding
- A final round of End to End Testing is slated to occur July 20- July 24, 2015
Clearinghouse Perspective

• Clearinghouses are anticipating an increase in denials during the initial phase of implementation

• Recommended staff training should include:
  ▪ Precert request tracking resources
  ▪ Access to payer updates
  ▪ Escalation of ICD-10 delays/issues
  ▪ Precert Appeal Letter: no payer response/poor payer response
  ▪ Monitor Claims Closely
Payer Readiness

Anthem

• Working to ensure successful business processes, policies, and procedures the ICD-10 implementation
• They will strive to have no delays or interruptions
• Able to receive ICD-10 claims on October 1, 2015

Aetna

• Plans to meet all compliance timeframes
• Will continue to work with providers and clearinghouses in order to best prepare for the ICD-10 implementation
Payer Readiness

Molina

- Currently testing with clearinghouses as well as providers. They will make every effort to accommodate as many provider test requests as possible.
- Will strive for minimal disruption in operations, but they do acknowledge that with any change as large as ICD-10 there is a potential for increase in processing times and higher volume of inquiries.
- Will also strive to make the transition as seamless as possible for the provider community.

United Healthcare

- Full regulatory compliance
- Transition neutrality
- Full recommendation for native processing
- Trade partner testing
Payer Readiness

Humana

• Top areas of concerns related to provider ICD-10 readiness
  ▪ Accurate use of ICD-10 coding for claims submitted on or after the compliance date
  ▪ Vendor readiness to support ICD-10 early enough for providers to prepare
  ▪ Delegate/provider readiness to submit fully loaded encounter data
  ▪ Rendering providers’ readiness to support ICD-10 on or after the compliance date
  ▪ They will strive to have no delays or interruptions
Payer Readiness

• Cigna
  ▪ ICD-10 Implementation Priorities
    • Providing healthcare professionals with information and support regarding the ICD-10 transition
    • Collaborating with our trading partners and vendors to support the transition to ICD-10
    • Completing business readiness monitoring and plans and training

• Workers Comp
  ▪ Contact your local WC, some are ready to accept ICD10 codes
Additional Resources

• June ICD10 End to End Testing 90% Acceptance Rate
• CMS “Road to 10”
  - http://www.roadto10.org/
• Nextgen Knowledge Exchange
  - ICD-10
• Comparison Utility
  - http://icdcompare.nextgen.com
And your Providers will be asking...

“I hear there’s a new ICD-10 code for carpal tunnel syndrome caused by clicking too many times in an EMR system.”
Questions

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Thank you