



# ICD-10 and the Revenue Cycle

## Agenda

- Risk Potential
- Areas Effected by ICD-10
- Processes to Implement
- Potential Rewards

## The theory:

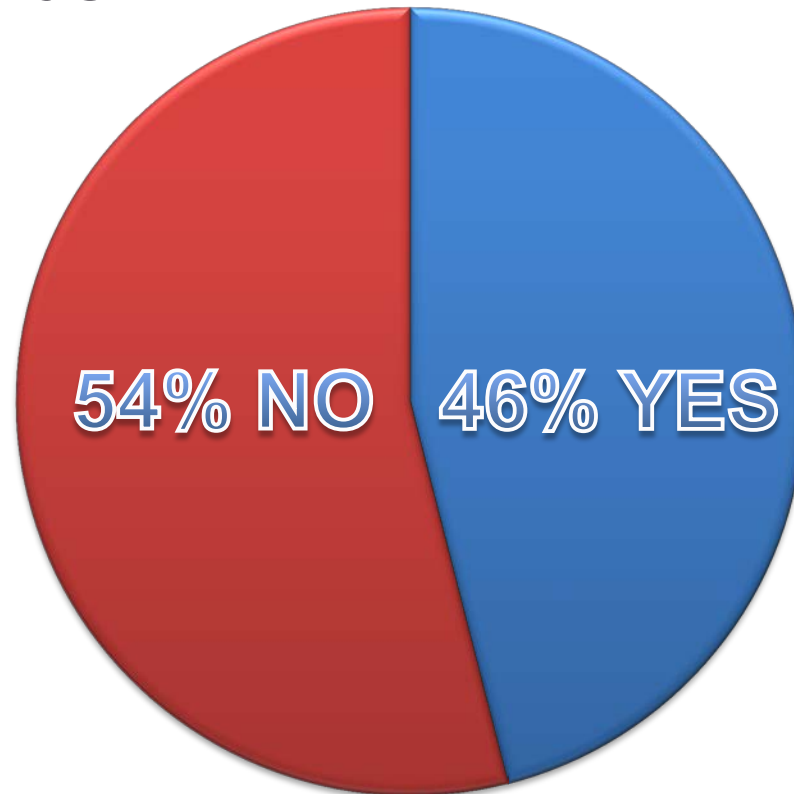
“Capturing the correct clinical documentation, including all relevant diagnostic data within the treatment record, will improve the quality of care, enable improved billing and cash flow, and improve both clinical and financial audit results.”

Allison Jones

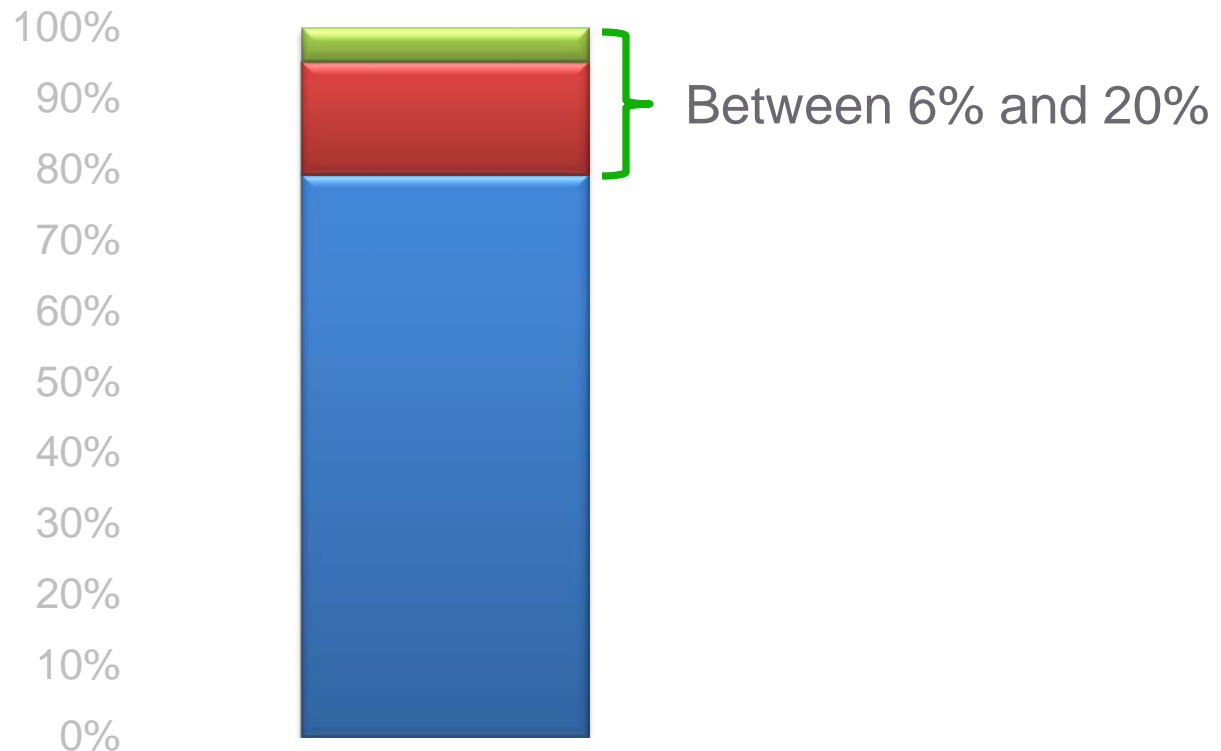
## Where Are We?

- Per CMS:
  - The healthcare industry should already have started down the ICD-10 path.
  - Most organizations haven't started ICD-10 planning or are in the early stages.

Once ICD-10 takes effect, do you anticipate a loss in revenue??



## Potential Loss of Revenue?



Expect a 5 to 7 day increase in AR Days



# Areas Affected By ICD-10

Physicians

Patient Access

Utilization  
Management

Data Processing

Health Information

Patient Financial  
Services

Collections /  
Reimbursement

Analysis

Facility



## Physicians

**Training:** Early, Early, Early...before it is too late.

**Documentation:** Needs to be as complete as possible.

**System Integration:** Crucial for and effective EHR or EMR.

**Communication:** Clear out any communication road blocks now.

## Patient Access

Scheduling:

Pre-Registration:

Medical Necessity:

Eligibility:

Financial Counseling

## Utilization Management

Utilization Review:

Case Management:

## Data Processing

Charging: Insure consistency

Electronic Forms:

Order Entry:

CPOE:

## Health Information

Documentation:

Coding: Decreased Productivity.

Analysis: Physician queries.

Follow Up: Increased error rates.

## Patient Financial Services

Billing Edits: New edits will be needed.

Follow Up: Increased Volumes

Rejections and Denials: Increase

Billing: Increased DNFB and AR

## Collections

Coordination of Benefits:

Payment Posting: Collect good data.

Reimbursement Analysis: Do we know how we are paid now?

Contract Management: Is it set up? Are we using it?

## Analysis

Audit:

Contract Review:

Payer Process Review:

Vendor Review:



## Facility

Inform: Explain to the staff what ICD-10 means to us all.

Train: Prepare everyone for their ICD-10 involvement.

Question: All areas

Follow Up: Check Reimbursements

## Plan to:

- Create an ICD-10 Steering Committee.
- Read and understand the regulations.
- Project Plan Development.
  - It takes 2 to 3 years to prepare.
  - We need ICD-10 to ICD-9 Maps
    - <http://www.cms.gov/ICD10>
    - Allows for data collection for reimbursement changes.

## Plan to:

- Manage increased DNFB due to coding and billing delays.
- Manage increased AR due to increased denials.
- Manage reduced reimbursement due to documentation deficiencies.

We should see:

- Revenue Making Opportunity
  - Increased Cash
- Clear Data for Analysis
  - Actionable data for training



# AAPC CEU



CEU Code: 31541KAB



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