

# Connecticut Medical Assistance Program



## ICD-10 Readiness Survey 2015

Results presented by HP

# Objective of the Survey

- To monitor and track provider readiness for ICD-10 transition
- Understand the extent of impact on providers
- Identify issues providers may have in complying with the mandatory transition
- Engage providers in transition process

# Collector Responses

- A total of 460 responses were collected:
  - Although this is twice as many responses as collected from the survey conducted in 2014, this is still a very limited response of the total enrolled providers in CMAP

# What best defines the type of provider you are? (Select one)

## Responses

- Majority respondents were independent practitioners or physician practices

What best defines the type of provider you are? (Select one)		
Answer Options	Response Percent	Response Count
Ambulatory Care Facility	2.4%	8
Community Mental/Behavioral Health Center	10.1%	33
Consultant Dental Practice DME Supplier	0.9%	3
Federally Qualified Health Center/Rural Health Center Group Practice	0.3%	1
Home Health Provider Hospice	4.9%	16
Hospital	1.5%	5
Independent Practitioner (for example, physician, nurse practitioner, physician's assistant, therapist, psychologist, and such)	43.6%	143
Laboratory	0.6%	2
Pharmacy	5.5%	18
Physician Practice	22.9%	75
Skilled Nursing Facility (long-term and intermediate care) State Agency (for example, County Health Department)	5.8%	19
Waiver Program Provider, please specify:	1.5%	5
Other, please specify:		60
<i>answered question</i>		328
<i>skipped question</i>		132

# Describe the size of your organization.

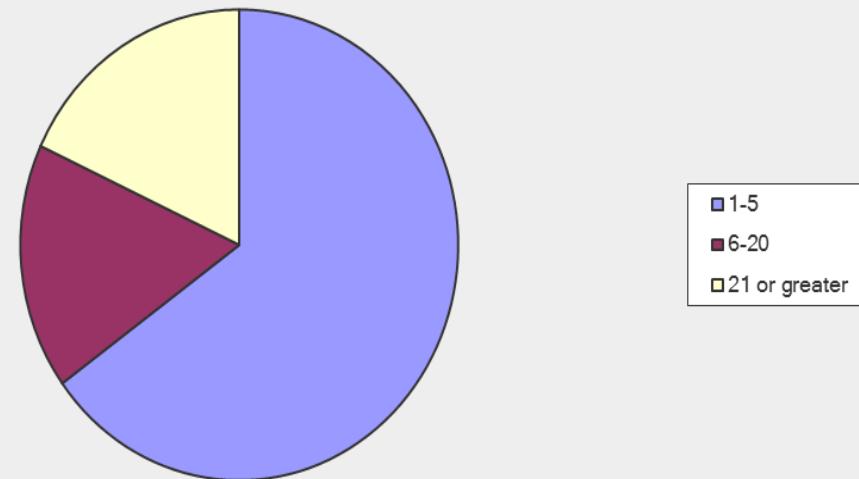
## Responses

Majority of respondents were small practices

How many clinical staff are in your organization (doctors, nurses, mid-level providers, therapists)?

Answer Options	Response Percent	Response Count
1-5	65.0%	234
6-20	16.9%	61
21 or greater	18.1%	65
<i>answered question</i>		360
<i>skipped question</i>		100

How many clinical staff are in your organization (doctors, nurses, mid-level providers, therapists)?

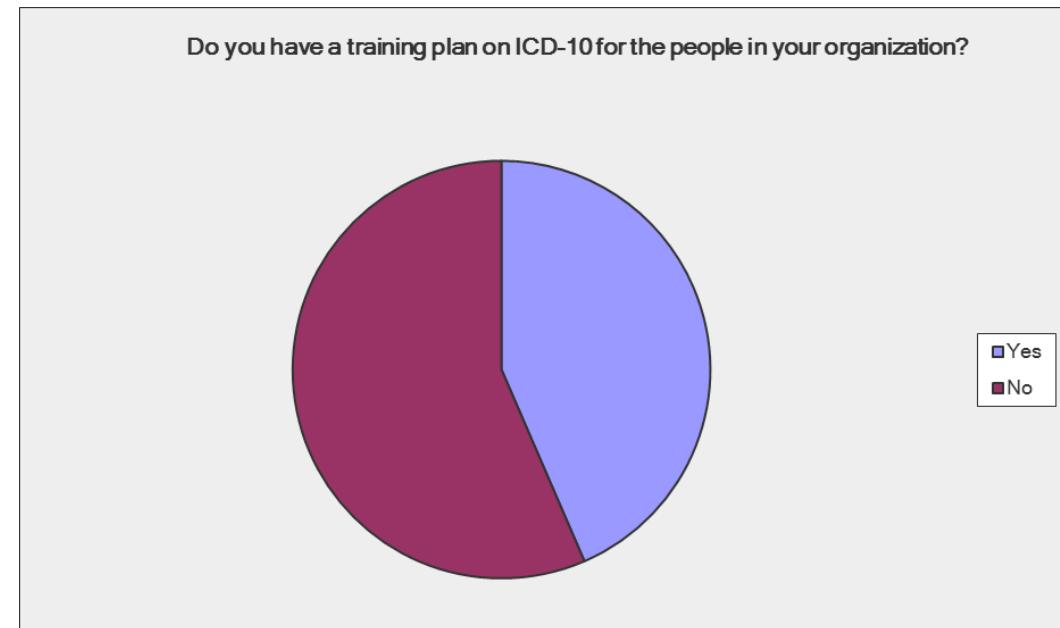


# Do you have a training plan on ICD-10 for the people in your organization?

## Responses

- Providers answering Yes increased from 32.9% to 43.5%

Do you have a training plan on ICD-10 for the people in your organization?		
Answer Options	Response Percent	Response Count
Yes	43.5%	145
No	56.5%	188
Please provide brief details about your plan or explain difficulties you have in addressing		151
<i>answered question</i>	333	
<i>skipped question</i>	127	



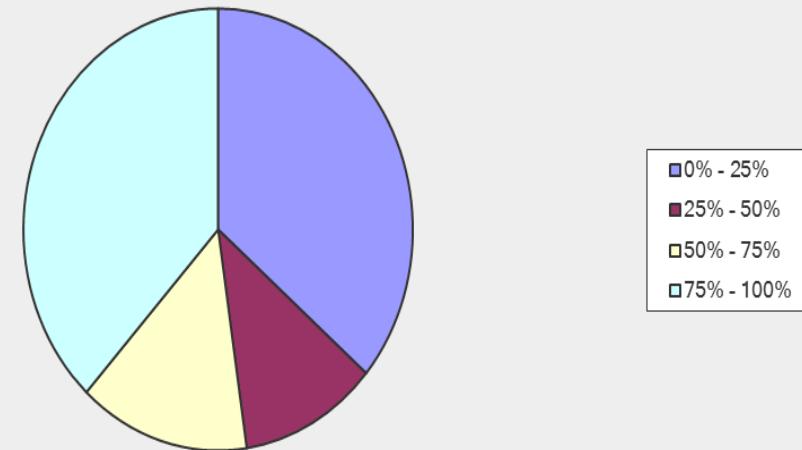
# How much ICD-10 training is outstanding for your staff?

## Responses

Any policy or procedure tied to a diagnosis code, disease management, tracking or Physician Quality Reporting Initiative (PQRI) will change with ICD-10 Implementation. The office staff will need training in their respective areas impacted by ICD-10 implementation (coding, clinical documentation, new contracts, new paperwork, software etcetera). As of today, how much ICD-10 training is outstanding for your staff?

Answer Options	Response Percent	Response Count
0% - 25%	36.3%	118
25% - 50%	11.4%	37
50% - 75%	14.2%	46
75% - 100%	38.2%	124
<i>answered question</i>		325
<i>skipped question</i>		135

Any policy or procedure tied to a diagnosis code, disease management, tracking or Physician Quality Reporting Initiative (PQRI) will change with ICD-10 Implement



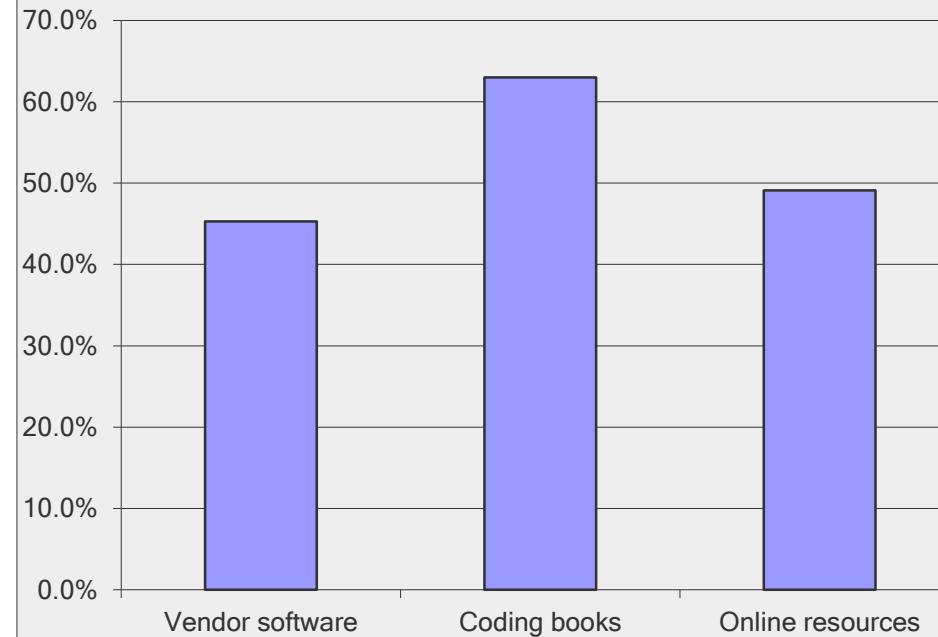
# What resources do you currently use when selecting ICD codes?

## Responses

What resources do you currently use when selecting ICD codes?

Answer Options	Response Percent	Response Count
Vendor software	45.3%	143
Coding books	63.0%	199
Online resources	49.1%	155
Other (please specify)		30
	<i>answered question</i>	316
	<i>skipped question</i>	144

What resources do you currently use when selecting ICD codes?



## Which of the following does your organization's ICD-10 readiness plan include?

### Responses

Although 33.4% providers said they have no readiness plan at this time, the reason being they are majority Medicaid providers and submit via the [www.ctdssmap.com](http://www.ctdssmap.com) Web site

Which of the following does your organization's ICD-10 readiness plan include?			
Answer Options	Response Percent	Response Count	
Vendor updates	37.4%	123	
Software updates	41.9%	138	
Provider training	41.0%	135	
Coding training	37.4%	123	
Documentation	29.5%	97	
No readiness plan at this time	33.4%	110	
<i>answered question</i>			329
<i>skipped question</i>			131

## If you have not begun or made progress in your ICD-10 implementation planning activities, please provide the reasons/obstacles: (Select all that apply)

### Responses

- The most troubling response is the lack of knowledgeable resources – 35%

If you have not begun or made progress in your ICD-10 implementation planning activities, please provide the reasons/obstacles: (Select all that apply)		
Answer Options	Response Percent	Response Count
Budgetary issues; lack of funding to support ICD-10	18.6%	42
Coordination with trading partners/business associates	6.6%	15
Expectation that the October 1, 2015, federal	12.4%	28
Lack of executive sponsorship	2.2%	5
Lack of knowledgeable resources	35.0%	79
Larger/smaller impact than expected	15.5%	35
Not enough staffing resources	24.8%	56
Other priorities/competing projects	26.1%	59
Significant business impacts	8.0%	18
Significant IT impacts	8.0%	18
Vendor readiness concerns	10.2%	23
Other, please specify	22.1%	50
<i>answered question</i>		226
<i>skipped question</i>		234

## Will you be able to use ICD-10 codes on October 1, 2015?

### Responses

Heartening to see 93% respondents confident about using ICD-10 codes on October 1, 2015

Will you be able to use ICD-10 codes on October 1, 2015?			
Answer Options	Response Percent	Response Count	
Yes	92.6%	300	
No	7.4%	24	
If No, please explain and include any contingency plan you may have:		36	
	<i>answered question</i>	324	
	<i>skipped question</i>	136	

## What strategies will you use for systems or software updates, design, or solution development for your ICD-10 products and services? (Select all that apply)

### Responses

Encouraging to see providers thinking about the updates and being proactive

What strategies will you use for systems or software updates, design, or solution development for your ICD-10 products and services? (Select all that apply)

Answer Options	Response Percent	Response Count
Developing/designing software or system	5.1%	16
Inventorying to determine all impacted systems	10.6%	33
Purchasing new software	3.2%	10
Relying on your vendors to update their system to be	66.6%	207
Upgrading current software	24.1%	75
Unknown at this time	27.7%	86
Other (please specify)	5.8%	18
<i>answered question</i>		311
<i>skipped question</i>		149

## How complete is your ICD-10 IT systems update, design, or development plans?

### Responses

A little disconcerting to see that a large % of the respondents have either not started with their system update plans yet or didn't know the details

How complete is your ICD-10 IT systems update, design, or development plans?			
Answer Options	Response Percent	Response Count	
Not yet started	23.0%	70	
Do not need	14.1%	43	
1-25%	5.2%	16	
26-50%	5.6%	17	
51-75%	5.2%	16	
76-99%	9.5%	29	
Completed	10.5%	32	
Unknown at this time	26.9%	82	
		<i>answered question</i>	305
		<i>skipped question</i>	155

## Provider Comments, Questions or Concerns

- Providers submitting claims on [www.ctdssmap.com](http://www.ctdssmap.com) Web site assume that the Web site will supply them with the ICD-10 codes
- Ancillary providers like DME, Lab, Radiology, Pharmacies are concerned that they will not receive the correct diagnosis codes from the prescribing/ordering providers
- Providers searching for training opportunities in their area
- Concern that a lot of medical facilities/offices will still be sending in prescriptions with ICD9 codes.
- Providers not sure about whether ICD-10 implementation affects their practice
- Confusion over whether or not the clinician needs ICD-10 training on coding if submitting claims via a clearinghouse for billing

## Provider Comments, Questions or Concerns - Continued

- What is CMAP doing to assist providers to implement ICD-10?
- Providers feeling immobilized because they do not know how to prepare for ICD-10 transition or where to start
- Would like to have specific information/training about Optometrist and Pediatric coding
- What other things are changing besides changing the code on the claims?
- Concerned about delay in receiving reimbursement from payors

# Conclusion

## **Following is the summary from the 2015 ICD-10 Survey responses:**

- Majority of the responses were from small organizations or independent practitioners; and they remain “at-risk” providers
- There seems to be a lot of confusion amongst providers whether they will be affected by ICD-10 implementation or not
- Providers talking to software vendors about updating their systems
- Although providers know they have to prepare for the ICD-10 implementation, a large number still do not have a training plan
- Lack of knowledgeable resources is a major obstacle.
- Providers responded by saying they need more information and training.
- Concerned about physicians and prescribers being able to use ICD-10 codes