

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

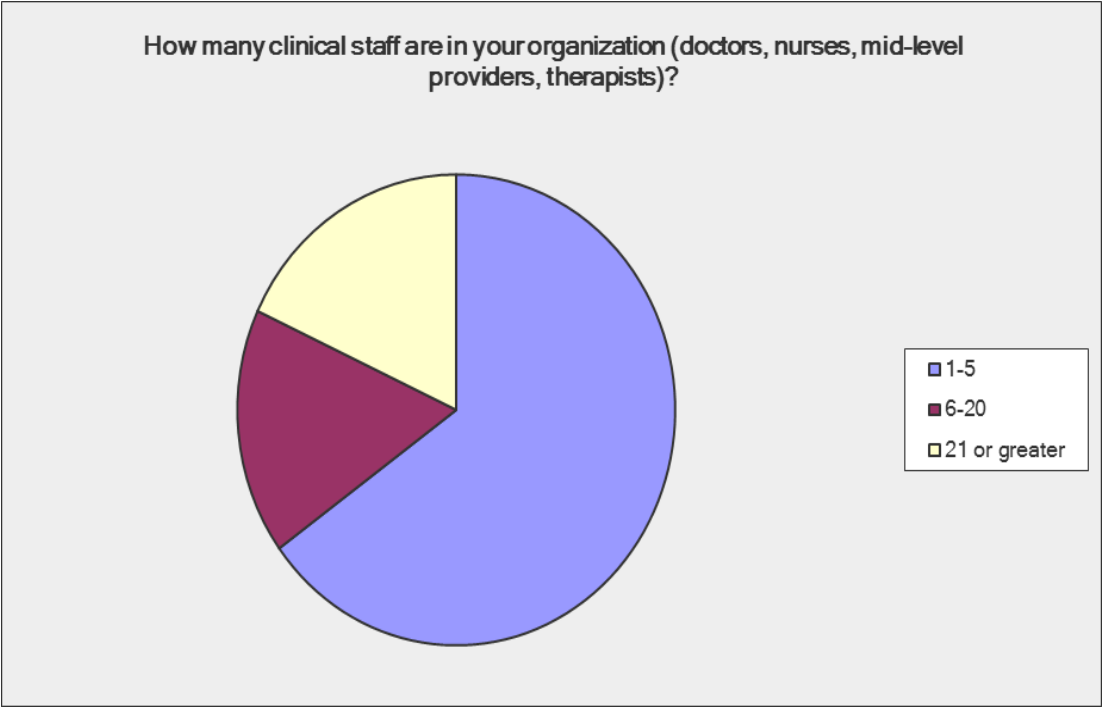
What best defines the type of provider you are? (Select one)		
Answer Options	Response Percent	Response Count
Ambulatory Care Facility	2.4%	8
Community Mental/Behavioral Health Center	10.1%	33
Consultant Dental Practice DME Supplier	0.9%	3
Federally Qualified Health Center/Rural Health Center Group Practice	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
answered question		328
skipped question		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
answered question		360
skipped question		100



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



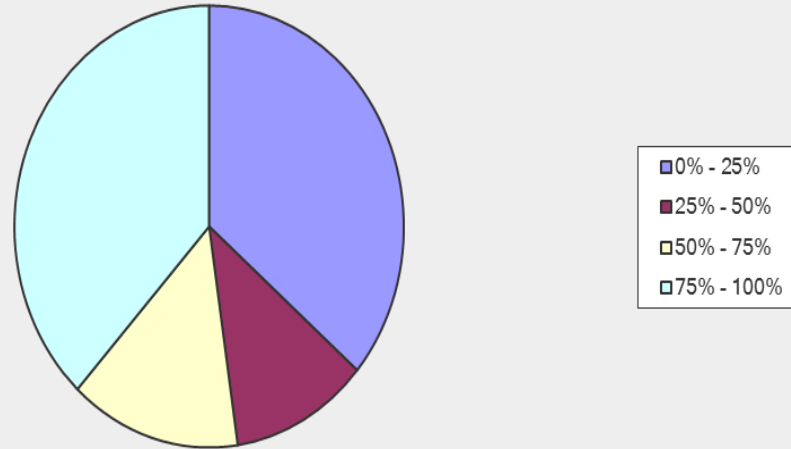
How much ICD-10 training is outstanding for your staff?

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

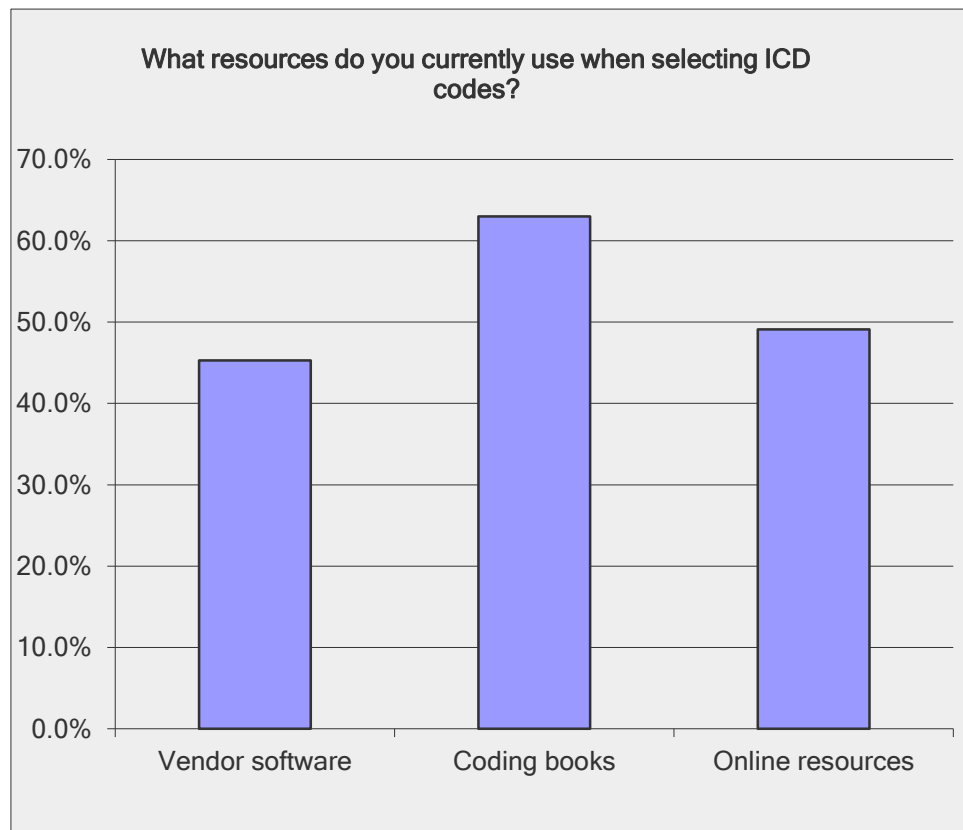


What resources do you currently use when selecting ICD codes?

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



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 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
answered question		329
skipped question		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

Answer Options	Response Percent	Response Count
Developing/designing software or system	5.1%	16
Inventorizing 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 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