State Medicaid Agencies
Achieving a Successful ICD-10 Transition

Presented to: NCVHS
Date: February 19, 2014
Godwin Odia, PhD, NHA, RHIA

Captain, United States Public Health Service

Lead, CMS States Medicaid Programs ICD-10 Implementation, Centers for Medicare & Medicaid Services (CMS), Baltimore, MD
Discussion Points

- CMS Timeline
- Technical Assistance Overview
- Critical Success Factors
- Testing
- Risk Mitigation
- 2014 Technical Assistance Focus
  - Monitoring and Oversight
  - Training
- Concluding Comments
SMA High Level ICD-10 Implementation Timeline

AWARENESS
- Awareness, Communication, and Education/Training
  Sep 2010 – Mar 2015

ASSESSMENT
- Plan for ICD-10 Activities
- Perform an Impact Assessment
- Develop a Remediation Strategy
- Finalize APDs
  Sep 2010 – Jun 2012

REMEDIATION
- Develop Change Requests and Requirements
- Develop Policy Updates, Process Updates, and System Updates
  Jun 2011 – Dec 2013

TESTING
- System Testing - Intra and Inter System
- Remediation Fix & Test
- Conduct External End-to-End Testing
  Oct 2012 – Sep 2014

TRANSITION
- Initiate operations in ICD-10 environment
  Mar 2014 – Oct 2014

Current Phase
Technical Assistance Overview

- Dedicated team of SMEs supporting SMAs’ ICD-10 readiness since 2009
- Technical Assistance focus areas in concert with the CMS ICD-10 implementation timeline

Major initiatives

- Artifacts (Guides, Tools, Resources): with input from Medicaid Medical Directors Learning Network, WEDI, AAPC as appropriate
- Assistance in Collaboration: Forums, Communities of Practice, SMA Website
- Ongoing Measurement, Analysis, and Reporting of SMA readiness status
- To date, completed 57 in-depth training sessions/workshops conducted at CMS Regional Offices and individual State Medicaid Agencies
Completed On-Site Training by State

[Map of the United States with states marked for completed on-site training.

Legend:
- Technical Assistance Site Visit
- Policy Remediation Workshop]
CMS Defined Critical Success Factors (CSF)

Critical Success Factors SMAs must be able to perform by October 1, 2014

1. Accept electronic claims with ICD-9/10 codes based on DoS/DoD
2. Adjudicate claims
3. Pay providers (institutional, professional, managed care)
4. Complete Coordination of Benefits
5. Create and send Medicaid Statistical Information System (MSIS) and Transformed-MSIS (TMSIS) reports

All SMAs are required to develop a CSF risk mitigation plan

SMA required testing centers around the CSFs; CMS is monitoring SMAs ability to perform each CSF, and the status of their risk mitigation plans
Testing

- January 1, 2014 - official start of the testing phase for SMAs in accordance with the ICD-10 project timeline

- SMAs report to CMS quarterly the status of their test plans, internal and external testing progress

- CMS will provide SMAs with test data and testing support services; final plans are in progress

- Entities that need to test with SMAs should contact them to determine where they are in this process
Formal SMA Risk Mitigation Plan Requirements:

- **Ability to perform 5 critical business operations on October 1, 2014 (noted previously)**

- **Ability to mitigate impact of provider non-compliance**
  - SMAs consistently report concern with provider readiness
  - SMAs are utilizing a number of venues to engage providers and track their ICD-10 readiness
  - SMAs are required to report to CMS the status of stakeholder engagement quarterly

- **Ability to identify changes in claims performance early in ICD-10 transition**
  - CMS is working with SMAs to determine best method to monitor claims performance early in ICD-10 transition period
SMA Technical Assistance
2014 Focus Areas

- **Testing & Risk Mitigation Planning**

- **Monitoring and Oversight**
  - Quarterly SMA self-reported readiness assessments
  - Detailed 1-on-1 conference calls with each SMA
  - Tracking of SMAs progress against five Critical Success Factors
  - Discovery informs CMS technical assistance focus

- **Continued Technical Support**
  - Training
    - Regional Offices Workshops (all SMAs to attend)
    - 5 Medicaid States with largest Medicaid population
    - Targeted SMAs
  - Ongoing support of work products and initiatives
2014 Planned On-Site Training

*San Francisco/Seattle includes American Samoa, Commonwealth of the Northern Mariana Islands and Guam
Concluding Comments

- **SMA stakeholder engagement is a key requirement for all SMAs**
  - SMAs report to CMS the status of stakeholder engagement quarterly
  - CMS does not disclose state-specific project status; stakeholders are encouraged to reach out to SMAs that are business partners to coordinate ICD-10 project efforts

- **Many artifacts developed for SMAs publically available via CMS ICD-10 website:** http://www.cms.gov/Medicare/Coding/ICD10/index.html

- **CMS is committed to supporting SMAs at all levels of readiness**