Capital Hill Briefing on ICD-10: Payer Readiness

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Rayburn House Office Building
Primary Objectives

Increase your awareness and understanding of the readiness of Florida Blue to successfully implement ICD-10 on October 1, 2015.

To highlight and describe the successes, learnings and challenges realized and from ICD-10 end-to-end testing and provider engagement.

To continue the dialogue on going forward collaboratively to a successful ICD-10 implementation.
Florida Blue’s Overall ICD-10 Readiness

- Florida Blue’s technical and business system capabilities have been ready for ICD-10 since August 2013.
  - **Technical Capabilities:** all technical business system capabilities are remediated, are currently operating in production and are being maintained.
  - **Business Processes and Policies:** all business processes, policies and standard operating procedures have been remediated and are being maintained.
  - Initial training has been delivered to enterprise-wide staff where applicable with detailed ICD-10 “just-in-time” training to begin in July 2015.
  - Florida Blue continues to monitor, validate and verify through end-to-end testing the ICD-10 readiness and preparedness of external third parties, delegated entities and business associates that we depend upon for our business.
  - **Florida Blue’s 2015 ICD-10 focus** is on End-to-End Testing; Operational Readiness across the enterprise and Physician and Provider Communication, Collaboration and Education.
Florida Blue’s ICD-10 End-to-End Testing Capabilities

- Due to the complexity of ICD-10 end-to-end testing, Florida Blue has deployed a sustainable 3-phased approach:
  - **Self-service Code Validation** that utilizes specialty based clinical scenarios
  - **Internal ICD-10** End-to-End Testing
  - **Full Round Trip** Testing

- Our approach utilizes previously processed ICD-9 claims that have been re-coded by the physician/provider to ICD-10 using the **original medical record**:
  - This is being done for **validation and verification purposes using real production data** to help determine the ICD-10 readiness and accuracy of physician and provider reimbursements, DRG assignments and clinical documentation.

- This capability was launched in October 2013 to a targeted group of providers with general availability to “any willing physician, provider or electronic trading partner” beginning January 2014.
Florida Blue’s ICD-10 Physician/Provider Engagement Approach

• Florida Blue launched its ICD-10 Provider Communication, Collaboration and Education Initiative in July 2012:
  • This initiative is primarily focused on increasing ICD-10 awareness and engagement from physicians, providers and other interested parties through FREE education, seminars and communications that are delivered through various channels.
  • We utilize existing corporate communication channels and partner with Medical Associations and Societies to help delivery key messages (i.e. AAPC; FHA; FMA; FOMA; FAFP; PAHCOM; HFMA; HBMA; AAHAM; the Florida Collaborative; Florida MGMA; various County Medical Societies, etc.)
  • We partner with external health care industry workgroups that are focused on ICD-10 (i.e. Availity; WEDI; CMS; Talk-Ten Tuesday; HIMSS; ICD10 Coalition; the BCBSA PCCE and ICD-10 Transition workgroups, etc.)
  • Continue to deliver Florida Blue’s ICD-10 Open-Line Friday which is a FREE monthly teleconference call that was launched in July 2012 to cover “all things ICD-10”.
Questions & Discussion

Thank you!

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