ICD-10 Future State Workflows: athenaCollector & athenaClinicals

Valentina Tkachenko, Product Innovation
Zach Kratochvil, Product Innovation
Shivani Mishra, Product Marketing

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athenahealth’s approach to ICD-10

athenaCollector
  • Charge Entry Updates
  • Search Tool Updates

What’s different in athenaClinicals?

Staying on Track
  • Tips & Tricks

Q&A
# Impact of ICD-10

## Comparison of ICD-9-CM to ICD-10-CM Code Set

<table>
<thead>
<tr>
<th></th>
<th>ICD-9</th>
<th>ICD-10</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Code Format</strong></td>
<td>3-5 characters in length</td>
<td>3-7 characters in length</td>
</tr>
<tr>
<td><strong>Number of Billable Codes</strong></td>
<td>13,000 codes</td>
<td>68,000 codes</td>
</tr>
<tr>
<td><strong>Code Structure</strong></td>
<td>First digit may be alpha (E/V) or numeric; Digits 2-5 are numeric</td>
<td>Digit 1 is alpha; digits 2 and 3 are numeric; Digits 4-7 are alpha or numeric</td>
</tr>
<tr>
<td><strong>Extensibility</strong></td>
<td>Limited space for adding new codes</td>
<td>Flexible for adding new codes</td>
</tr>
<tr>
<td><strong>Relative specificity</strong></td>
<td>Lacks detail</td>
<td>More specific (encounter type, healing type, anatomy details)</td>
</tr>
<tr>
<td><strong>Laterality consideration</strong></td>
<td>Lacks laterality</td>
<td>Has laterality (i.e., codes identifying right vs. left)</td>
</tr>
</tbody>
</table>
The ICD-10 transition broadly affects the patient visit

Check-In
- Verify appointment, demographic, insurance information
- Collect patient payments
- Print billing slip
- Forms

Intake
- Select chief complaint
- Enter vitals
- Review of symptoms
- Review past medical and social history
- Review medications and allergies

Exam
- Review Intake
- Document patient exam
- Select diagnosis
- Enter orders
- Review quality measures

Sign-Off
- Review assessment and plan
- Sign off on orders
- Complete billing slip
- Generate letters
- Review charges
- Close the patient encounter

Check-Out
- Schedule follow up appointments
- Collect outstanding balances
- Distribute patient education materials
- Enter charges
## athenahealth’s approach to ICD-10

### Software
- Enhanced search using ICD-9, ICD-10, SNOMED or keywords to find the right code
- Easy to use diagnosis code filters to get to the relevant codes
- Automatically work in ICD-9 or ICD-10 based on the Date of Service
- Practice coding tools for coders and providers

### Knowledge
- ICD-10 rules built into our proprietary Rules Engine
- Code in ICD-10 for dates of service after 10/1 and athenahealth submits based on payer readiness

### Service
- We are working with payers to define and execute a comprehensive testing schedule
- ICD-10 Readiness Center hosted in athenaNet to guide your transition and practice specific configurations
- Support for updating billing slips, reports, interfaces, and other custom settings
athenaCollector in ICD-10
Charge capture and review have been updated to ensure clarity.

### Diagnosis Capture
- **Collector:** Charge Entry
- **Clinicals:** Charge Integration
- **Third-Party Interfaces**

### athenaNet Logic
- Date of Service
- ICD-10 Transition Date
- Payer Status
- Reimbursement Map Approval
- Interface Parser

### athenaCollector
If a payer is not accepting ICD-10 codes, codes will be downconverted.

<table>
<thead>
<tr>
<th>Diagnosis Capture</th>
<th>athenaNet Logic</th>
<th>athenaCollector</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collector:</td>
<td>Date of Service</td>
<td>Charge Entry</td>
</tr>
<tr>
<td>Charge Entry</td>
<td>ICD-10 Transition Date</td>
<td>Clinicals: Charge Integration</td>
</tr>
<tr>
<td>Clincals:</td>
<td>Payer Status</td>
<td>Third-Party Interfaces</td>
</tr>
<tr>
<td>Charge Integration</td>
<td>Reimbursement Map Approval</td>
<td></td>
</tr>
<tr>
<td>Third-Party</td>
<td>Interface Parser</td>
<td>Interfaces</td>
</tr>
</tbody>
</table>
If a payer is not accepting ICD-10 codes, codes will be downconverted.

**Diagnosis Capture**
- Collector: Charge Entry
- Clinicals: Charge Integration
- Third-Party Interfaces

**athenaNet Logic**
- Date of Service
- ICD-10 Transition Date
- Payer Status
- Reimbursement Map Approval
- Interface Parser

**Downconversion Map**
1. CMS-issued Reimbursement Map file via MedAssets
2. athenahealth holds
3. Local customization
4. Master table syncing
athenaCollector will accommodate a wide variety of possible scenarios.

<table>
<thead>
<tr>
<th>Key</th>
<th>Practice</th>
<th>Interface</th>
<th>Payer</th>
<th>Map Approved</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a</td>
<td>ICD-9</td>
<td>ICD-9</td>
<td>ICD-9</td>
<td></td>
<td>Claim created with ICD-9 codes</td>
</tr>
<tr>
<td>1b</td>
<td>ICD-9</td>
<td>ICD-9</td>
<td>ICD-9</td>
<td></td>
<td>Claim created with ICD-9 codes</td>
</tr>
<tr>
<td>1c</td>
<td>ICD-9</td>
<td>ICD-9/10</td>
<td>ICD-9</td>
<td></td>
<td>Claim created with ICD-9 codes</td>
</tr>
<tr>
<td>1d</td>
<td>ICD-9</td>
<td>ICD-10</td>
<td>ICD-9</td>
<td></td>
<td>Claim held</td>
</tr>
<tr>
<td>2a</td>
<td>ICD-9</td>
<td>ICD-10</td>
<td>ICD-9</td>
<td></td>
<td>Claim held</td>
</tr>
<tr>
<td>2b</td>
<td>ICD-9</td>
<td>ICD-9</td>
<td>ICD-9</td>
<td></td>
<td>Claim held</td>
</tr>
<tr>
<td>2c</td>
<td>ICD-9</td>
<td>ICD-9/10</td>
<td>ICD-9</td>
<td></td>
<td>Claim created with ICD-10 codes</td>
</tr>
<tr>
<td>2d</td>
<td>ICD-9</td>
<td>ICD-10</td>
<td>ICD-10</td>
<td></td>
<td>Claim created with ICD-10 codes</td>
</tr>
<tr>
<td>3a</td>
<td>ICD-10</td>
<td>ICD-9</td>
<td></td>
<td>No</td>
<td>User must manually enter ICD-9 codes</td>
</tr>
<tr>
<td>3b</td>
<td>ICD-10</td>
<td>ICD-9</td>
<td></td>
<td>Yes</td>
<td>Claim created with ICD-9 codes</td>
</tr>
<tr>
<td>3c</td>
<td>ICD-10</td>
<td>ICD-9</td>
<td></td>
<td>Yes</td>
<td>Claim created with ICD-9 codes</td>
</tr>
<tr>
<td>3d</td>
<td>ICD-10</td>
<td>ICD-9/10</td>
<td>ICD-9</td>
<td></td>
<td>Claim created with ICD-9 codes</td>
</tr>
<tr>
<td>3e</td>
<td>ICD-10</td>
<td>ICD-10</td>
<td>ICD-9</td>
<td>No</td>
<td>Claim held</td>
</tr>
<tr>
<td>3f</td>
<td>ICD-10</td>
<td>ICD-10</td>
<td>ICD-9</td>
<td>Yes</td>
<td>Claim created with ICD-9 codes</td>
</tr>
<tr>
<td>4a</td>
<td>ICD-10</td>
<td>ICD-10</td>
<td></td>
<td></td>
<td>Claim created with ICD-10 codes</td>
</tr>
<tr>
<td>4b</td>
<td>ICD-10</td>
<td>ICD-9</td>
<td></td>
<td></td>
<td>Claim held</td>
</tr>
<tr>
<td>4c</td>
<td>ICD-10</td>
<td>ICD-9/10</td>
<td>ICD-10</td>
<td></td>
<td>Claim created with ICD-10 codes</td>
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<tr>
<td>4d</td>
<td>ICD-10</td>
<td>ICD-10</td>
<td>ICD-10</td>
<td></td>
<td>Claim created with ICD-10 codes</td>
</tr>
</tbody>
</table>
There are over **210,000** claims practiced in ICD-10 today in athenaNet.

Practice claims are evaluated for inclusion in payer testing engagements.

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**Provider**
- Practice selecting ICD-10 codes using SNOMED terms to search Dx codes
- Practice on real encounters from the organization

**Biller**
- Review Provider selected ICD-10 Dx
- Update Dx codes and provide feedback

**ICD-10 Coordinator**
- Review staff’s practice
- Evaluate feedback
- Determine additional training needs via reporting
- Drive to improve ICD-10 readiness

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Demo Video available in the in 15.2 Release Center
Webinar available on demand in Resource Hub
Get Ready for the Transition: ICD-10 Search Tool

Familiarize yourself with codes in the ICD-10 Readiness Center:

ICD-10 Billing Lookup

athenahealth is introducing a new search tool to help you select the right ICD-10 codes for billing. To try the new lookup tool, enter a code (ICD-9 or ICD-10) or diagnosis keywords below.

Practice Coding in Workflow:
The search tool is **flexible** and designed to get you to the right code **quickly**
The search tool is flexible and designed to get you to the right code quickly.

<table>
<thead>
<tr>
<th>Procedures</th>
<th>Diagnosis codes (ICD-9)</th>
<th>Try Coding in ICD-10</th>
<th>Save to ICD-10 Practice List</th>
<th>Learn more</th>
<th>FP</th>
</tr>
</thead>
</table>

**ICD-10 Codes**
Enter a code (ICD-9 or ICD-10) or keyword to find a billable ICD-10.

- V700

**Filter Results (Beta)**
Clear

**Results**
- Search using ICD-9: V70.0 Routine general medical examination at a health care facility
- **Frequently Used**
  - V70.0XXA Driver of bus injured in collision with pedestrian or animal in nontraffic accident, initial encounter
    - Select
  - V70.0XXD Driver of bus injured in collision with pedestrian or animal in nontraffic accident, subsequent encounter
    - Select
  - V70.0XXS Driver of bus injured in collision with pedestrian or animal in nontraffic accident, sequela
    - Select

**Validate Codes** (Applies only to ICD-9 codes)

**Internal Use** (Information entered below will not be included on claim.)
ICD-10 Codes: Enter a code (ICD-9 or ICD-10) or keyword to find a billable ICD-10.

Search term: mild glaucoma

### Filter Results (Beta)
- **Site**
  - Eye
  - Lens
- **Laterality**
  - Right
  - Left
  - Bilateral
  - Unspecified

### Results
- **H40.60** Glaucoma secondary to drugs, unspecified eye (1 billable code)
- **H40.11** Primary open-angle glaucoma (1 billable code)
- **H40.10** Unspecified open-angle glaucoma (1 billable code)
- **H40.133** Pigmentary glaucoma, bilateral (1 billable code)
- **H40.139** Pigmentary glaucoma, unspecified eye (1 billable code)
- **H40.30** Glaucoma secondary to eye trauma, unspecified eye (1 billable code)
- **H40.63** Glaucoma secondary to drugs, bilateral (1 billable code)

[View codes](#)
### ICD-10 Codes

Enter a code (ICD-9 or ICD-10) or keyword to find a billable ICD-10.

**mild glaucoma**

**Filter Results (Beta)**

<table>
<thead>
<tr>
<th>Site</th>
<th>Laterality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eye</td>
<td>Right</td>
</tr>
<tr>
<td>Lens</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Left</td>
</tr>
<tr>
<td></td>
<td>Bilateral</td>
</tr>
<tr>
<td></td>
<td>Unspecified</td>
</tr>
</tbody>
</table>

**Results**

- **H40.1311** Pigmentary glaucoma, right eye, mild stage
- **H40.61X1** Glaucoma secondary to drugs, right eye, mild stage
- **H40.31X1** Glaucoma secondary to eye trauma, right eye, mild stage
- **H40.41X1** Glaucoma secondary to eye inflammation, right eye, mild stage
- **H40.51X1** Glaucoma secondary to other eye disorders, right eye, mild stage
- **H40.1211** Low-tension glaucoma, right eye, mild stage
- **H40.2211** Chronic angle-closure glaucoma, right eye, mild stage

**Advanced search**

**Show More**

**Select**

**View all** (8 billable codes)
How do I initiate a search?

Where did the search window go?

- If you click outside of the search window, or select a code, the search window will go away.
What if I misspell a word?

How do you handle overlapping codes?
What if I can’t find a code that’s specific enough?

- In general, ICD-10 is more specific than ICD-9. However, this is not the case in every instance.

Can I keep my quickpicks?

- Z23: Encounter for immunization (ICD-10)
- E10: Type 1 diabetes mellitus (ICD-10) *This diagnosis code is not coded to the highest level of specificity.*

<table>
<thead>
<tr>
<th>All Codes (0)</th>
<th>Frequently Used (84)</th>
<th>Patient Historical</th>
</tr>
</thead>
<tbody>
<tr>
<td>E34.9 Endocrine disorder, unspecified <a href="#">Details</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>N39.0 Urinary tract infection, site not specified <a href="#">Details</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S60.1 Contusion of finger with damage to nail <a href="#">Details</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
How can I improve the search tool?

Beta: The lookup tool is still under development. Help us make improvements by telling us what you think.

Showing results for ICD-9: 250 Diabetes mellitus*
What’s different in athenaClinicals for ICD-10?
What will change in athenaNet on October 1st?

athenaNet won’t change significantly on October 1st

• Any changes that occur will help you enter ICD-10 codes in the right places in athenaNet

• Resources:
  • Demo Videos of clinical workflows
  • On Demand Webinars
  • FAQs and Step by Step Guides
  • CSC and your Account Manager
SNOMED

SNOMED is the terminology that underlies athenaClinicals’ ICD-10 Solution

• Stands for Systematized Nomenclature of Medicine
  • CAP, IHTSDO, NLM @ NIH
• Set of provider-friendly terms designed to be used specifically for clinical documentation
• athenaNet uses SNOMED on the Problem List and for patient diagnosing
• We use SNOMED to map to ICD-9 and ICD-10 codes
• In Clinicals, we think of ICD-9 and ICD-10 as BILLING codes, not as Clinical Diagnosis codes

athenaClinicals never converts directly from ICD-9 to ICD-10
Before October 1\textsuperscript{st}

Problems

- Hypothyroidism
- Menopausal symptom
- Atrophic vaginitis
- Knee pain, Right
- Lateral epicondylitis
- Plantar fasciitis
- Osteopenia

After October 1\textsuperscript{st}

Problems

- Hypothyroidism
- Menopausal symptom
- Atrophic vaginitis
- Knee pain, Right
- Lateral epicondylitis
- Plantar fasciitis
- Osteopenia

SNOMED Terminology = No change in ICD-10
### Before October 1st

<table>
<thead>
<tr>
<th>Exam</th>
<th>2. Type II diabetes mellitus without complication&lt;br&gt;ICD-9: 250.00: Diabetes mellitus without mention of complication&lt;br&gt;Add Orders</th>
<th>Most Used</th>
<th>Order Set</th>
<th>Medication</th>
<th>Lab</th>
<th>Imaging</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Chronic obstructive pulmonary disease&lt;br&gt;ICD-9: 496: Chronic airway obstruction, not elsewhere classified&lt;br&gt;Add Orders</td>
<td>Most Used</td>
<td>Order Set</td>
<td>Medication</td>
<td>Lab</td>
<td>Imaging</td>
<td></td>
</tr>
</tbody>
</table>

### After October 1st

<table>
<thead>
<tr>
<th>Exam</th>
<th>2. Type II diabetes mellitus without complication&lt;br&gt;ICD-10 code (required)&lt;br&gt;Add Orders</th>
<th>Most Used</th>
<th>Order Set</th>
<th>Medication</th>
<th>Lab</th>
<th>Imaging</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Hand joint pain&lt;br&gt;ICD-10 code: M79.643: Pain in unspecified hand&lt;br&gt;Add Orders</td>
<td>Most Used</td>
<td>Order Set</td>
<td>Medication</td>
<td>Lab</td>
<td>Imaging</td>
<td></td>
</tr>
<tr>
<td>4. Chronic obstructive pulmonary disease&lt;br&gt;ICD-10 code: J44.9: Chronic obstructive pulmonary disease, unspecified&lt;br&gt;Add Orders</td>
<td>Most Used</td>
<td>Order Set</td>
<td>Medication</td>
<td>Lab</td>
<td>Imaging</td>
<td></td>
</tr>
</tbody>
</table>

**SNOMED Terminology = No change in ICD-10**
ICD-9 Codes change to ICD-10
Before October 1st

No change to CPT Procedure Codes

After October 1st

ICD-9 codes change to ICD-10 codes
You will see ICD-10 codes in the **same** places as you see ICD-9 codes now.

<table>
<thead>
<tr>
<th>athenaNet term</th>
<th>Found On</th>
<th>Terminology Set</th>
<th>Changing?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Problem</td>
<td>Problem List</td>
<td>SNOMED</td>
<td>No</td>
</tr>
<tr>
<td>Diagnosis</td>
<td>A&amp;P</td>
<td>SNOMED</td>
<td>No</td>
</tr>
<tr>
<td>Procedure code</td>
<td>Billing tab</td>
<td>CPT</td>
<td>No</td>
</tr>
<tr>
<td>Billing code</td>
<td>A&amp;P</td>
<td>ICD-9 → ICD-10</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Templates are not changing
In Clinicals, we ALWAYS go from SNOMED to ICD-9 / ICD-10

<table>
<thead>
<tr>
<th>1. Adult health examination</th>
<th>You must select an ICD-10 code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select ICD-10 code (required)</td>
<td></td>
</tr>
<tr>
<td>Add Orders</td>
<td>Order Set</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Multiple sclerosis</th>
<th>The system has selected a code based on the SNOMED</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICD-10 code: G35: Multiple sclerosis</td>
<td></td>
</tr>
<tr>
<td>Add Orders</td>
<td>Order Set</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Hyperlipidemia</th>
<th>The system has selected a code based on the SNOMED, but you may want to select a different specificity</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICD-10 code: E78.5: Hyperlipidemia, unspecified Edit specificity</td>
<td></td>
</tr>
<tr>
<td>Add Orders</td>
<td>Order Set</td>
</tr>
</tbody>
</table>

More specific SNOMED searches map to more specific ICD-10 options
• SNOMED & ICD-10 are used for different purposes, but work together in athenaNet

• athenaNet will ask for ICD-9 or ICD-10 codes based on the date of service

• athenaNet automatically filters based on age, gender and pregnancy status

• All ICD-10 codes surfaced are billable

• Your clinical decision-making does not change
Why can’t athenahealth just convert my ICD-9s to ICD-10s and choose the code for me?

- ICD-10 is a completely new code set in which there may not be a directly comparable code from ICD-9. Selecting the right ICD-10 is a clinical decision.

How do I know the correct level of specificity I need to select on a particular diagnosis?

- athenahealth is keeping track of trends with payers and updating our rules engine
- You should select code specificity that you believe is clinically appropriate and discuss this within your organization
Will athenahealth be creating ICD-10-ready templates?

- Due to the greater specificity available in ICD-10, we don’t want to slow you down by asking you to document more than is clinically necessary. We think the decision point should be at the Assessment & Plan. You can always customize templates to your own needs.

What changes do I need to make to my clinical documentation?

- As before, your clinical documentation should be an accurate record for care provided to your patients and should support the codes you use. Please consult your organization for details.

How can I utilize specific codes for Value Based Reimbursement?

- We suggest using accelerators like Order Sets which allow selection of specific ICD-10 codes. Additionally, athenahealth has a team investigating the best way to implement these models.
ICD-10 Readiness Center
How do I get to the ICD-10 Readiness Center?

- In athenaNet:
  - Main Menu > Support > ICD-10 Readiness Center
My Role: athenaClinicals configurations, Providing patient care. Update my role

Note: All tasks are based on your role and information provided by your practice.

The ICD-10 transition deadline of October 1st, 2015 is fast approaching. To help you get ready, we've identified key areas that need your immediate attention. Please review and complete each task listed below.

Critical

Add ICD-10 Codes to Future and Standing Orders

All your future and standing orders scheduled to be performed after the ICD-10 compliance date will need to be updated with ICD-10 codes before they are sent. Update your orders using the ICD-10 Orders Worklist and athenahealth's preselected ICD-10 codes.

Provide ICD-10 Codes for Future and Standing Orders
Staying on Track
athenahealth helps you Keep on Track
Make sure you check off the **Reviewed** box for each Encounter Plan or Order Set that has been reviewed for ICD-10.
Your ICD-10 Progress Report

ICD-10 Readiness Score: 68%

Score Assessment:
Your practice is on track, but key tasks still need to be completed.

<table>
<thead>
<tr>
<th>Readiness Task</th>
<th>Status</th>
<th>Next Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose ICD-10 Coordinator</td>
<td></td>
<td>--</td>
</tr>
<tr>
<td>Submit Billing Slip Updates</td>
<td>Needs Attention</td>
<td>Update billing slips</td>
</tr>
<tr>
<td>ICD-10 to ICD-9 Mapping</td>
<td>Needs Attention</td>
<td>Review and approve CMS ICD-10 to ICD-9 mappings available as of 15.6</td>
</tr>
<tr>
<td>Test Inbound Charge Interfaces</td>
<td></td>
<td>Test 1 additional inbound order interface</td>
</tr>
<tr>
<td>Test Outbound Interfaces</td>
<td></td>
<td>--</td>
</tr>
<tr>
<td>Practice Selecting ICD-10 Codes in Claims</td>
<td>Needs Attention</td>
<td>Ask billers to practice coding on more claims</td>
</tr>
<tr>
<td>Review Encounter Plans</td>
<td>Needs Attention</td>
<td>Update 6 encounter plans with ICD-10 codes</td>
</tr>
<tr>
<td>Review Order Sets</td>
<td></td>
<td>--</td>
</tr>
<tr>
<td>Practice Selecting ICD-10 Codes in Encounters</td>
<td>Needs Attention</td>
<td>Ask providers to practice on more encounters</td>
</tr>
<tr>
<td>Complete ICD-10 Training</td>
<td>Needs Attention</td>
<td>Complete ICD-10 training</td>
</tr>
</tbody>
</table>
ICD-10 Readiness Center
athenaNet main menu > support > ICD-10 Readiness Center

Release Center
Monthly ICD-10 updates and related resources

ICD-10 Community
Clients can connect with other practices on ICD-10 preparation (https://community.athenahealth.com/community/community/workflow/icd-10)

Webinars
Direction on key preparation activities such as charge capture, practice coding, payer testing, ICD-10 Coordinator role
Replays at: athenaNet main menu > support > Resource Hub > Events & Training

In case you missed it: Preparing for ICD-10: A Guide for Providers
Thank You!!

Client Webinars

athenahealth