



HealthCare Administrative Solutions

ICD-10 Provider Preparedness Survey Results

Introduction

To help providers meet the ICD-10 compliance date of October 1, 2013, Massachusetts health plans and MassHealth conducted an online ICD-10 provider progress survey. The results provide a baseline for statewide compliance efforts underway in the provider community and will be used by health care organizations to develop education strategies, training materials and identify resources to aide providers in their ICD-10 preparations.

To avoid duplicate survey requests from various health care organizations, HealthCare Administrative Solutions (HCAS) administered this survey on behalf of the following organizations:

- Blue Cross Blue Shield of Massachusetts
- Boston Medical Center HealthNet Plan
- Fallon Community Health Plan
- Harvard Pilgrim Health Care
- Health New England
- MassHealth
- Neighborhood Health Plan
- Network Health
- Tufts Health Plan

HCAS would like to acknowledge the Massachusetts Health Data Consortium that coordinates a statewide ICD-10 forum and worked with health plans and MassHealth to develop the survey questionnaire.

HCAS would like to thank the organizations involved in this outreach effort including individual health plans, the Massachusetts Medical Society, the Massachusetts Hospital Association, the Massachusetts Group Management Association, the Massachusetts Association of Patient Account Managers and the Massachusetts Association of Health Plans.

Executive Summary

The survey was issued to the Massachusetts provider community and consisted of a series of questions designed to assess ICD-10 planning and preparations underway within the provider community. The survey response period was three weeks in duration and various communication methods were utilized in the outreach effort to encourage participation. This included statewide newsletters, e-mail, and other means available prior to and during the survey period.

Results include the following:


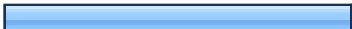




- Total survey responses: 775
- A majority of survey responses were received from the following: Physician Offices (52%) and Allied/Other health care providers (30%)
- Fifty-four hospital responses were received (7%)
- Thirty-seven percent of respondents started the ICD-10 planning process and of those responses, 67% had completed less than 25% of planning work to date
- Twenty-eight percent of providers have dedicated resources for ICD-10 compliance and implementation efforts
- Ninety-three percent of providers indicated that they were somewhat or very likely to submit ICD-10 compliant transactions by October 1, 2013

Responses to each of the individual survey questions are included on the following ten pages of this report.








For additional information about HealthCare Administrative Solutions (HCAS) and administrative simplification projects please visit www.hcasma.org.

HealthCare Administrative Solutions, Inc. (HCAS) is a non-profit entity founded by several Massachusetts health plans to collaborate on administrative simplification initiatives. Participating organizations include Blue Cross Blue Shield of Massachusetts, Boston Medical Center HealthNet Plan, Fallon Community Health Plan, Harvard Pilgrim Health Care, Health New England, Medical Network, Neighborhood Health Plan, Network Health and Tufts Health Plan.






1. What type of organization do you represent?

		Response Percent	Response Count
Hospital		7.1%	54
Physician Office		52.2%	399
Mental Health Facility		3.7%	28
Ambulance Service		1.4%	11
Clinic/Health Center		5.8%	44
Other		29.9%	229
	(please specify)		275
		answered question	765
		skipped question	13

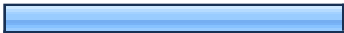



2. Please choose the category that best describes the departmental unit you work in at your organization.

		Response Percent	Response Count
Medical Office		31.6%	236
Billing/Patient Accounts		34.8%	260
Medical Records/Coding		5.5%	41
Information Technology		2.3%	17
Admissions		0.4%	3
Case Management		0.9%	7
Other		24.5%	183
	(please specify)		214
answered question			747
skipped question			31




3. Does your organization currently use ICD codes and/or descriptions?

		Response Percent	Response Count
Yes: ICD codes only		25.9%	199
Yes: ICD descriptions only		0.4%	3
Yes: Both ICD codes and descriptions		62.5%	480
No		8.1%	62
Do not know		3.1%	24
answered question			768
skipped question			10

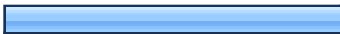







4. If you responded yes to question 3, when selecting ICD codes or descriptions, what resources do you currently use? Check all that apply.

		Response Percent	Response Count
Vendor software		50.8%	348
Coding books		78.7%	539
On-line resources		40.9%	280
Other		6.1%	42
	(please specify)		55
answered question			685
skipped question			93











5. In general, how familiar is your organization with ICD-10?

		Response Percent	Response Count
Not at all familiar		37.5%	285
Somewhat familiar		49.9%	380
Very familiar		12.6%	96
answered question			761
skipped question			17


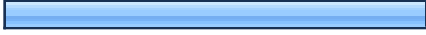
6. What, if any, of the following resources is your organization likely to use to learn more about ICD-10? Check all that apply.

		Response Percent	Response Count
External web sites		50.5%	385
CMS web site		52.2%	398
Health plan or vendor web site		47.6%	363
Internal training		30.4%	232
Consulting services		12.5%	95
Do not know		21.0%	160
Do not intend to use any resources		1.7%	13
Other		11.1%	85
	(please specify)		105
		answered question	763
		skipped question	15

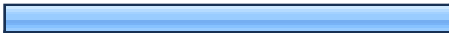



7. When do you anticipate starting your organization's education on ICD-10?

		Response Percent	Response Count
Already started		17.9%	126
Q4 2011 (Oct-Dec 2011)		11.7%	82
Q1 2012 (Jan-Mar 2012)		27.5%	193
Q2 2012 (Apr-Jun 2012)		9.8%	69
Q3 2012 (Jul-Sep 2012)		7.1%	50
Q4 2012 (Oct-Dec 2012)		5.4%	38
Q1 2013 (Jan-Mar 2013)		5.5%	39
Q2 2013 (Apr-Jun 2013)		3.0%	21
Q3 2013 (Jul-Sep 2013)		4.1%	29
We do not anticipate providing education on this topic. We do not use ICD codes or descriptions.		8.0%	56
		answered question	703
		skipped question	75









8. Has your organization begun ICD-10 planning?

		Response Percent	Response Count
Yes		36.6%	274
No		63.4%	475
		answered question	749
		skipped question	29

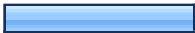


9. If you answered YES to question 8, please estimate how much of the planning process your organization has completed.

		Response Percent	Response Count
0-25%		67.0%	199
25-50%		21.2%	63
50-75%		7.7%	23
75-100%		4.0%	12
answered question			297
skipped question			481

10. If your organization does not have a plan, when do you anticipate starting your ICD-10 planning?

		Response Percent	Response Count
Q4 2011 (Oct-Dec 2011)		13.8%	74
Q1 2012 (Jan-Mar 2012)		27.7%	148
Q2 2012 (Apr-Jun 2012)		7.3%	39
Q3 2012 (Jul-Sep 2012)		4.1%	22
Q4 2012 (Oct-Dec 2012)		3.2%	17
Later than December, 2012		3.6%	19
Do not know		35.1%	188
This organization does not plan to engage in ICD-10 planning. We do not use ICD codes or descriptions.		5.2%	28
answered question			535
skipped question			243




11. Does your organization have dedicated resources to facilitate your ICD-10 compliance and implementation?

		Response Percent	Response Count
Yes		28.4%	213
No		44.8%	336
Do not know		26.7%	200
answered question			750
skipped question			28




12. What, if any, resources does your organization need from health plans or vendors to assist in your ICD-10 planning?

	Response Count
	310
answered question	310
skipped question	468










13. How likely is your organization to be ready to submit ICD-10 transactions by 10/1/2013?

		Response Percent	Response Count
Not at all likely		7.4%	55
Somewhat likely		29.4%	218
Very likely		63.2%	468
answered question			741
skipped question			37

14. If your organization will not be ready to submit ICD-10 transactions by 10/1/2013, have you developed a contingency plan?

		Response Percent	Response Count
Yes		6.8%	31
No		58.2%	267
Do not know		35.1%	161
answered question			459
skipped question			319

15. Please indicate the barriers that your organization faces in its ICD-10 planning and implementation work? Check all that apply.

		Response Percent	Response Count
Significant business impact		26.7%	173
Significant IT impact		30.4%	197
Staffing and training capacity		52.9%	342
Competing priorities		32.9%	213
Lack of knowledge		50.5%	327
Lack of funding		21.9%	142
Vendor/trading partner readiness		29.5%	191
Lack of executive sponsorship		4.5%	29
Other		7.7%	50
(please specify)			57
answered question			647
skipped question			131

16. What will your organization's ICD-10 readiness plan include? Check all that apply.

		Response Percent	Response Count
Vendor upgrade		32.6%	237
Software upgrade		53.6%	390
Provider training		52.7%	384
Coder training		50.4%	367
Code translation: ICD-9 to ICD-10		55.6%	405
Documentation		33.7%	245
Do not know		16.3%	119
Do not have a plan at this time		16.6%	121
Other		1.5%	11
	(please specify)		18
	answered question		728
	skipped question		50

17. Please provide any additional comments regarding ICD-10.

	Response Count
	95
answered question	95
skipped question	683

18. Please provide the zip code of your organization. If you have more than one location, please include the zip code of your main office location.

**Response
Count**

712

answered question

712

skipped question

66