



HealthCare Administrative Solutions

ICD-10 Provider Preparedness Annual Survey

2012 Results

Introduction

To help providers meet the ICD-10 compliance date of October 1, 2014, Massachusetts health plans and MassHealth conducted its **second annual** online ICD-10 provider progress survey to review preparedness efforts since the first survey was issued in late 2011. 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 and to identify ICD-10 resources.

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 thank the organizations involved in this outreach effort including individual health plans, the Massachusetts Health Data Consortium, the Massachusetts Medical Society, the Massachusetts Hospital Association, the Massachusetts Health Information Management Association and the Massachusetts Group Management Association.

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 four weeks in duration and various communication methods were utilized in the outreach effort to encourage participation. This included use of statewide newsletters, e-mail, and other means available prior to and during the survey period.

Results include the following:









- Total survey responses: 576
- A majority of survey responses were received from the following: Physician Offices (38.9%), Allied Health Providers (11.3%) and providers that identified as Other (31.6%) which included additional allied providers, solo practitioners and specialty providers
- Thirty-two hospital and integrated health care organization responses were received
- Sixty-two percent of the responses were submitted by organizations with fewer than 10 employees
- Development of training plans and review of organizational system requirements were the most common activities that were in process or completed within organizations
- Lack of knowledge, staff and training capacity were noted as the top barriers in ICD-10 planning and implementation work
- Thirty-seven percent of respondents noted use of external billing services for claims coding and/or claims submission and 43% have started ICD-10 discussions with external vendors
- Seventy-two percent of providers indicated that they were somewhat or very likely to submit ICD-10 compliant transactions by October 1, 2014

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

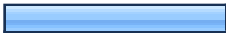







For additional information about HealthCare Administrative Solutions (HCAS) and administrative simplification projects please visit www.hcasma.org.

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		4.3%	25
Integrated Health Care Organization		1.2%	7
Physician Office		38.9%	224
Allied Health Provider (i.e. PT, OT, Optometry)		11.3%	65
Mental Health Facility		6.8%	39
Ancillary Services (Ambulance, Pharmacy, Laboratory)		3.1%	18
Clinic/Health Center		2.8%	16
Other (please specify)		31.6%	182
		answered question	576
		skipped question	0








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

		Response Percent	Response Count
Billing/Coding/Patient Accounts		33.0%	190
Information Technology		1.2%	7
Health Information Management		2.6%	15
Admissions		0.2%	1
Case Management		0.3%	2
Administration		16.5%	95
Individual Practitioner		40.3%	232
Other (please specify)		5.9%	34
		answered question	576
		skipped question	0














3. What is your role in your organization?

		Response Percent	Response Count
Doctor		14.1%	81
Nurse		1.0%	6
Other provider of services		17.5%	101
Office Manager		29.2%	168
Medical Coder		3.5%	20
Project Manager		1.7%	10
Patient Accounting		5.2%	30
Office Staff		4.9%	28
ICD-10 Project Team Member		1.0%	6
Other (please specify)		21.9%	126
answered question			576
skipped question			0

4. What is the size of your organization? Please include all staff members.

		Response Percent	Response Count
Under 10 staff members		62.5%	360
10-100 staff members		23.4%	135
101-300 staff members		4.9%	28
301-500 staff members		2.1%	12
501-1000 staff members		1.9%	11
Over 1000 staff members		4.7%	27
Do not know		0.5%	3
		answered question	576
		skipped question	0

5. What is the current status of the ICD-10 preparations at your organization? Please check off responses below that are in process or completed in your organization? (please check all that apply)

		Response Percent	Response Count
Impact analysis		26.5%	91
Mapping strategy		18.4%	63
Allocated resources		16.3%	56
Implementation plan		32.1%	110
Communication plan		25.4%	87
Training plan		41.1%	141
Business requirements		20.7%	71
System requirements		40.2%	138
System development		18.7%	64
Testing strategy		13.4%	46
Workflow changes		17.2%	59
Policy changes		18.7%	64
Deployment plan		10.8%	37
answered question			343
skipped question			233

6. Please indicate the top barriers that your organization faces in its ICD-10 planning and implementation work? *Please select 3 responses below that you would rate as the top barriers for your organization.

		Response Percent	Response Count
Significant business impact		26.0%	139
Significant technical/IT impact		27.3%	146
Staffing and training capacity		45.2%	242
Competing priorities		29.9%	160
Lack of knowledge		62.2%	333
Funding constraints		20.0%	107
Vendor/trading partner readiness		17.0%	91
Lack of executive sponsorship		3.4%	18
Other (please specify)		9.5%	51
answered question			535
skipped question			41







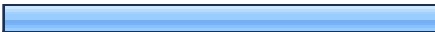

7. Has your organization developed an internal ICD-10 education/training plan? (i.e. vendor support, resources, scheduling)

		Response Percent	Response Count
Yes		6.6%	37
No		62.0%	349
In process		23.1%	130
Do not know		8.3%	47
answered question			563
skipped question			13

8. When will your organization be ready for external testing with payers?

		Response Percent	Response Count
Oct-Dec 2012		4.0%	22
Jan-Mar 2013		5.1%	28
Apr-Jun 2013		2.5%	14
Jul-Sep 2013		3.2%	18
Oct-Dec 2013		4.0%	22
Jan-Mar 2014		4.0%	22
Apr-Jun 2014		1.4%	8
Jul-Sep 2014		1.8%	10
Do not know		74.0%	410
answered question			554
skipped question			22






9. What type of external party testing do you plan to do with payers?

		Response Percent	Response Count
EDI transactions, such as claims and authorizations, coded using ICD-10 code set only		21.4%	119
Batch/paper transactions, such as claims and authorizations, coded using ICD-10 code set only		9.5%	53
Parallel submission of EDI/transactions: one with ICD-9 and same set with ICD-10 codes		5.2%	29
Parallel submission of Batch/paper transactions: one with ICD-9 and same set with ICD-10 codes		3.2%	18
End-to-end testing from claims submission to payer through claims reimbursement to provider		7.0%	39
Verification of report accuracy		5.0%	28
Do not know		64.7%	360
Other (please specify)		8.1%	45
answered question			556
skipped question			20





10. What information would you need from payers to assist in your ICD-10 efforts? Please rank the level of importance of each item.

	Not important	Somewhat important	Important	Very important	Rating Average	Response Count
Payer ICD-10 implementation plans	2.9% (14)	6.2% (30)	36.2% (175)	54.7% (264)	3.43	483
Payer ICD-10 implementation schedule	1.9% (9)	5.0% (24)	33.7% (162)	59.5% (286)	3.51	481
Mapping information	8.7% (38)	14.5% (63)	37.2% (162)	39.5% (172)	3.08	435
Crosswalk information	8.9% (39)	10.8% (47)	33.7% (147)	46.6% (203)	3.18	436
Changes in processing (ex. claims, referrals)	2.7% (13)	2.1% (10)	28.0% (135)	67.3% (325)	3.60	483
Payer specific information by specialty	1.3% (6)	6.3% (30)	33.3% (159)	59.2% (283)	3.50	478
Coding guidelines	1.0% (5)	3.6% (18)	26.0% (129)	69.4% (344)	3.64	496
Updated medical policies	3.8% (17)	9.4% (42)	36.3% (163)	50.6% (227)	3.34	449
Payer ICD-10 test plans	2.7% (12)	11.2% (50)	34.4% (154)	51.8% (232)	3.35	448
answered question						516
skipped question						60

11. What would be the preferred method(s) to receive information from Payers? Please select 2 methods from the selections below.

		Response Percent	Response Count
On-line manuals and other resources		72.7%	399
Educational tools		40.3%	221
Webinars		56.1%	308
Open forum sessions		19.5%	107
Other (please specify)		5.6%	31
answered question			549
skipped question			27

12. How likely will your organization be ICD-10 ready by the compliance date of October 1, 2014?

		Response Percent	Response Count
Very likely		45.1%	251
Somewhat likely		26.6%	148
Not likely		5.8%	32
Do not know		22.5%	125
answered question			556
skipped question			20

13. If your organization may not be ready by the compliance date of October 1, 2014, does your organization have a contingency plan?

		Response Percent	Response Count
Yes		5.4%	28
No		49.4%	254
In process		13.6%	70
Do not know		31.5%	162
answered question			514
skipped question			62




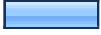
14. Does your organization use an external billing service for claims, coding and/or submission?

		Response Percent	Response Count
Yes		37.4%	207
No		60.5%	335
Do not know		2.2%	12

If you responded "Yes" please include the vendor name 120

answered question			554
skipped question			22





15. If your organization uses a vendor, clearinghouse or agency, have you started discussions with that organization on it's ICD-10 preparedness?

		Response Percent	Response Count
Yes		25.2%	114
No		43.1%	195
In process		17.9%	81
Do not know		13.7%	62
answered question			452
skipped question			124




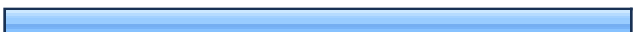
16. Please provide any additional comments about ICD.

	Response Count
	76
answered question	76
skipped question	500

17. Would your organization be interested in participating in an ICD-10 testing forum? The intent of the forum is to bring providers and payers together to discuss several testing topics including but not limited to expectations, requirements, scope and beta testing. If yes, please provide your contact information here.

		Response Percent	Response Count
Name:		99.1%	112
Company:		97.3%	110
Email Address:		98.2%	111
Phone Number:		97.3%	110
answered question			113
skipped question			463

18. Please provide your name and contact information and your ICD-10 lead's contact information if you would like to receive future ICD-10 communications.

		Response Percent	Response Count
Name:		99.4%	335
Company:		87.2%	294
Email Address:		97.9%	330
Phone Number:		94.4%	318
answered question			337
skipped question			239