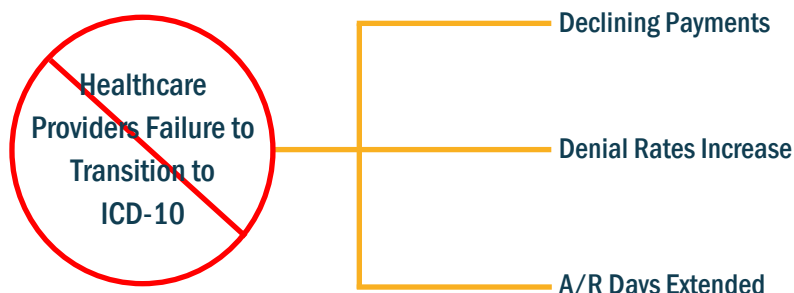


ICD-10

Implementation and Training

International Classification of Diseases (ICD) codes were developed by the World Health Organization and are used world-wide to help monitor and classify the incidence and prevalence of diseases and other health problems, compile accurate statistics, improve the quality of patient care and to assist with reimbursement of care for healthcare providers. The transition from ICD-9 to ICD-10 in the United States was approved in 2009 by the Department of Health & Human Services and after several delays, was implemented on October 1, 2015.



Why Transition to ICD-10 was Necessary

- ICD-9 codes were no longer accurate due to advances in technology
- ICD-9 codes lacked specificity
- ICD-9 codes lacked flexibility for emerging diagnosis and procedures
- ICD-9 codes didn't reflect current quality measures
- ICD-9 did not reflect accurate services rendered resulting in inaccurate payment of services

Assessment & Solutions

Meridian's initial ICD-10 readiness assessment at a hospital client, concluded that as of July 2015, very little preparation had been done for the transition to ICD-10 which was scheduled to take place on October 1, 2015.

Factors contributing to the lack of preparation included the postponements of implementation by Congress, the lack of communication on the topic to physicians and hospital employees and a recent change of hospital leadership.

Failure to transition to ICD-10 would put the hospital at risk to lose millions in revenue due to declining payments, increased denial rates and extended A/R days.

Meridian's ICD-10 Implementation Plan for the Hospital Included:



A readiness assessment of all electronic systems



Coordinating online training for employees



Partnering with a third party to update electronic systems



Arranging on-site "live" training for physicians



Assessing the training needs of employees and physicians



Conducting hospital-wide ICD-10 education campaigns



Facilitating 400 chart audits to identify improvement opportunities



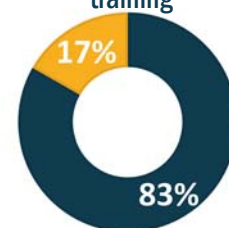
Continuing to monitor and troubleshoot claims process

Results

Through *Collaboration*, *Trust* and *Sustainability*, Meridian helped the hospital client make a successful transition to ICD-10.

- Meridian *collaborated* with all third party software vendors and ensured electronic systems were tested and functional by October 1.
- Meridian developed *trust* with physicians and staff through consistent communication and education about ICD-10, easing apprehension and fear leading up to the transition.
- Meridian continues to monitor the hospital's revenue cycle to ensure that it *sustains* a successful transition and continues to receive appropriate reimbursement for the patient care provided.

% of Coders that completed online training



■ Completed ■ Not Completed