Talk to Your Vendor about ICD-10 Updates

Most practices will need to have some type of system update by their vendor in order to support ICD-10. The two biggest systems impacted will be the practice management system and the electronic health record. Other computer systems used in your practice that may be impacted include a disease management registry, e-prescribing module, and code selection software. After completing your practice assessment, you will know exactly which computer systems need to be updated for ICD-10.

If you have not already contacted your vendor or had your vendor contact you, you need to contact them as soon as possible. Ask your vendor the following questions:

- Will you be doing updates to my system? (Some systems may be too old and the vendor may no longer support them.)

- When will you be installing the updates to my system? (Vendors many customers and it may take time before the vendor can complete the work on your system.)

- Will there be a charge for the updates to my system? (Check your contract, but also confirm with the vendor. Some regulatory updates are done at no charge, but the vendor may also have to make improvements to your system in order to be able to install the updates.)

- How long will my system be down during the installation of the updates? (You will need to be prepared for how you will complete ongoing tasks while the system is down.)

- For my practice management system, will it support me entering the ICD-10 codes and then transmitting the code to my billing vendor, clearinghouse, and/or payer? (You will want to confirm that your system will support entry of the ICD-10 codes and transmission of the codes. If your system will not support this, you will need to work with the organization(s) you are transmitting the data to and determine how you will send the ICD-10 codes to them. Your billing vendor or clearinghouse will be unable to convert an ICD-9 code to an ICD-10 code for you. You will have to be able to send the ICD-10 code for the claim and other transactions.)

- Will you complete any testing of my system after you complete the updates? (Practices will want to complete "internal" testing of their systems to make sure they can enter and generate ICD-10 codes where appropriate. Your vendor may do this when they install the updates, but you will need to confirm this with them.)

- What services or products are you providing to support ICD-10? (Ask your vendor what additional services or products they have available to support ICD-10 coding. While the services or products may add additional costs to your system, they may support easier and more efficient coding.)

Work with your vendor now to ensure that your system updates are done in plenty of time for you to be prepared for the October 1, 2015 deadline.

Visit the AMA's website for more resources on ICD-10
www.ama-assn.org/go/ICD-10