



A Series of Topics on ICD-10 for State Medicaid Agencies:

1. What is ICD-10?
2. Regulatory Requirements
3. Benefits of Using ICD-10
4. Further Movement along the MITA Road Map - Use of Clinical Data and Interoperability
5. Effective Implementation of ICD-10
6. Potential Programmatic and Technical Problems
7. Impact on MITA Business Processes
- 8. Forming the Implementation Team**
9. The Implementation Team that Gets It Right
10. Where Are You in this Process and Timeline?
11. Partner and Vendor Considerations
12. Post Compliance Date Actions
13. Education and Training Processes

ICD-10: Getting It Done ... Right



ICD-10 Planning and Assessment

An Informational Series on ICD-10
Planning and Assessment for State
Medicaid Agencies

Training Segment 8 Forming the Implementation Team

Segment 8 – Forming the Implementation Team

Objectives of this Segment

- ▶ Discuss the Purpose of the Implementation Team
- ▶ Determine Appropriate Participants
- ▶ Plan Team Schedule and Responsibilities

Review of Impact Areas

- ▶ ICD-10 Implementation is not just an IT project
- ▶ Affects wide range of business areas
 - Benefit coverage
 - Payment policies
 - Provider relations
 - Claims processing
 - Statistical trending
 - Fraud and Abuse
 - Budget estimation
 - Quality measurement
 - Waiver programs and case management

Implementation Team Functions

- ▶ Plan the overall project
- ▶ Identify areas/business units impacted
- ▶ Become “ICD-10” experts and train others
- ▶ Keep management and the entire organization informed
- ▶ Become advocates for benefits of ICD-10
- ▶ Estimate budgets and resources needed
- ▶ Manage the project and keep it on schedule

What Skills Are Needed on the Implementation Team?

- ▶ Need a mix of skills
- ▶ Need individuals who understand Medicaid business processes
- ▶ Need individuals who know how processes work together to accomplish tasks
- ▶ Need IT systems perspective
- ▶ Need people who can describe and chart processes; who understand business improvement
- ▶ Need people who are willing to learn the new “language” of the ICD-10 code set

What Skills Are Needed

- ▶ Project planning and management skills
- ▶ People ready and willing to challenge the status quo
- ▶ People who can communicate the big picture of change due to ICD-10, and why
- ▶ An understanding of the benefits of ICD-10 and the willingness to support them

Team Processes

- ▶ Charter team and clearly set out responsibilities
- ▶ Give team the necessary authority
- ▶ Give team the necessary resources
- ▶ Allow team the specific time it needs
- ▶ Provide accountability to a specific executive sponsor
- ▶ Let the organization know about this
- ▶ Provide this as a priority project
- ▶ Set the deadline and make it!

Team Responsibilities

- ▶ Do initial assessment and get executive level buy-in
- ▶ Develop the overall project plan
- ▶ Track against plan and report progress, adjust plan as necessary
- ▶ Provide communication to executive levels and to the organization as a whole
- ▶ Determine training schedules
- ▶ Monitor vendor progress
- ▶ Identify and resolve issues
- ▶ Set up quality management or independent validation process

Summary

- ▶ A dedicated implementation team is critical to this project
- ▶ The team needs a wide variety of skills
- ▶ A well documented set of roles and responsibilities is necessary for a successful team
- ▶ The team should be charged with assuring the compliance date it met