FASTEMC NEWS

Happy Holidays and Best Wishes for a New Year from all of us at FastEMC.

Letter to our wonderful FastEMC customers,

Another year has past and we are anticipating a wonderful year ahead. While the change to ICD-10 are hanging over our heads, I think the new codes will come easily once everyone has a little practice. Do not leave it until the last minute to review the common codes that are used in your practice and find the new coding that will replace them in ICD-10. It will ease your mind to know that the change will not be that difficult and you are ready.

If you currently have paperwork, like Encounter Forms or Super Bills, with ICD-9 Diagnoses codes listed, it would be a good time to create new forms with both codes and then just ICD-10 codes after you get used to the new system.

Well in the midst of the holiday season, make a note to plan your best approach to changes in the new year and as we are notified of deadlines or changes we will certainly pass those along.

We have included an entire page of information and links for your review to start the learning at your practice. Please do not leave it for the last day, we expect the payers will want to start collecting ICD-10 months before the deadline.

Best Wishes for the New Year and Happiest Holiday Wishes from the FastEMC team.

Sincerely, Nancy Palmquist, CEO

- -

Cut on the dotted line and save for future reference

FastEMC Contact Info

Customer Service #: 1-800-326-4831

701 — Sales. (new customers)

702 — Billing (billing questions, passwords, service or support package upgrades and quotes, etc.)

703 — Support (technical and clearinghouse support)

Support and billing questions can also be sent via email to: Support@FastEMC.com

** OUR ADDRESS HAS CHANGED**

To contact us via "snail mail", please make sure to use the address exactly as shown:

FastEMC

P.O. BOX 815

Bethel Park, PA 15102

Fax #: 1-800-326-4831 (yes, it's the same as our customer service # but it can also receive faxes)

Looking Forward to the ICD-10 Deadline

CMS pushed back the deadline for ICD-10 from October 2014 to October 1st, 2015. Please keep track of this date and take some time to prepare for the change. The FastEMC software update from 2012 was written to already include the ICD-10 codes to make the transition as painless as possible. We have compiled some links to online resources from the CMS website and some of our Clearinghouse Partners.

Helpful Tips for the Transition to ICD-10

The ICD-10 conversion presents a daunting challenge for every medical practice. There is little question that it will impact practice operations, cash flow, and, potentially staff and physician morale. Just how much disruption it will have on individual practices will largely depend on how well prepared they are for the change on Oct. 1, 2015.ractitioners have the opportunity to use the next 12 months to significantly reduce their exposure to disruptions and ease their conversion to ICD-10 by continuing and completing these five preparatory actions:

1. *Plan thoroughly.* Practices that haven't yet developed a strategy for a smooth transition to ICD-10 should start planning now. Identify all systems that are used to create, store and transmit ICD-10 codes, and work with their vendors to understand the timing of their support for ICD-10. Create a plan for training, testing, transitional activities and support during the period following the effective date.
2. *Educate and train.* The ICD-10 transition was extended, but that doesn't mean training should slow. Front office staff should continue to learn as much as they can about ICD-10 so they can accurately and efficiently codify patient complaints. Billing staff should also take advantage of the delayed transition to become more familiar with the larger number of diagnosis codes. Up-front knowledge about the entire coding process will minimize practices' exposure to major financial disruptions.
3. *Use ICD-10-ready technology.* Prior to the conversion, medical practices must have assurances that their practice management (PM) and electronic health record (EHR) systems are as ready for ICD-10 as they are. If they haven't already, practices should contact their vendors to learn when the ICD-10-ready releases will be available. Vendors should be able to articulate an ICD-10 approach that clearly expresses their mapping or crosswalk strategy.
4. *Gain physician buy-in.* Failure for providers to quickly adapt to ICD-10 could result in operational and fiscal hardship for the healthcare practice. Office staff can ease the changeover by helping ensure physicians are well prepared. They can identify the clinical documentation and patient encounter workflows that will change under the new coding rules and encourage practitioners to educate themselves on the new requirements. For their part, physicians should take it upon themselves to practice with real-life examples so they gain first-hand knowledge of how the new code set will impact their care delivery habits.
5. *Test.* To ensure users are as comfortable as possible with the new system, many practices completed or scheduled their upgrade well in advance of the prior 2014 deadline. Practices that haven't done so yet should contact their vendor now, as far out from the deadline as possible. They must be prepared to conduct testing with payers early in the process, continuing until they are confident there are no gaps in the claims submission workflow. If there is one lesson the industry can take from the HIPAA 5010 conversion, it's that many health plans and providers did not conduct enough large volume testing; only after they went live did a number of significant issues come to light. This is a preventable situation and continued testing can help.

The ICD-10 conversion presents a daunting challenge for every medical practice. There is little question that it will impact practice operations, cash flow, and, potentially staff and physician morale. Just how much disruption it will have on individual practices will largely depend on how well prepared they are for the change on Oct. 1, 2015.

To see the full article, please go to: http://www.greenwayhealth.com/blog/2014/10/icd-10-delay-benefits/

More online resources:

Availity Customers: http://www.availity.com/resources/icd-10-revenue-cycle-management/

Greenway Customers: http://www.greenwayhealth.com/industry/icd-10/

RelayHealth Customers: http://www.relayhealth.com/where-im-focused/icd-10-readiness

Navicure Customers: http://www.navicure.com/st-ICD-10-CM.htm

Medicare: http://www.cms.gov/Medicare/Coding/ICD10/index.html?redirect=/icd10 cms