



DIVISION OF MEDICAL ASSISTANCE

NCTracks ICD-10 Overview

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NCTracks ICD-10 Schedule Overview



2011				2012				2013				2014				2015				2016					
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1					
		Initial Assessment																							
						Business Rules and Code Remediation																			
										System Design															
												System Remediation and Testing													
																UAT, Provider / TP Testing, Training									
																					Stabilization				
						Provider Communications																			

Risks and Challenges



Before Go-live

- ICD-10 readiness of providers and trading partners
- ICD-10 testing most challenging claims with top 50 high-volume trading partners and another 50 diverse providers covers 80% of claims; but there will be outliers (may add a testing tool from CMS)

After Go-live

Increase in provider concerns for denials and payment variances leads to increased call volume (300-400 per day) and email, fax and letters (100 per day)

Mitigation Plan for October 1



- **At CSC, dedicated ICD-10 call center support staff; Tiger Team for immediate resolution; daily monitoring until stabilization**
- **Continue with the NCTracks ICD-10 Crosswalk; ICD-10 inbox; online training**
- **Weekly reports before each checkwrite monitor claims paid in ICD-9 and now denied or pended in ICD-10 to make corrections**
- **Financial impact analysis based on high-impact codes**