



Talking to Your Vendor about ICD-10 Updates – Key Questions to Ask

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 disease management registries, e-prescribing modules, and code selection software. After completing an assessment of the computer systems in your practice, you will know exactly which systems need to be updated for ICD-10.

Contact your vendor as soon as possible. Ask them the following questions:

1. Will updates be necessary for my system?
 - a. Some systems may be too old or the vendor may no longer be supporting them.
 - i. Budget accordingly for new software

2. How soon can updates be installed?

3. Will there be a charge for the updates?
 - a. Check your contracts – updates may be free of charge, but “improvements” could be charged back to you. Budget accordingly.

4. How long will the system be down during the installation of the updates?
 - a. Be prepared for how to complete ongoing tasks if updates are done during a business day.

5. What testing will be necessary to verify updates have been installed appropriately?
 - a. Some vendors will do internal testing immediately after installation of new software.



6. Can the vendor provide assistance in identifying a test plan to ensure all system applications are functioning appropriately?
 - a. Schedule any testing before August to ensure any additional updates are completed timely.

7. What system changes are expected as a result of ICD-10 implementation?
 - a. System changes will require training – when and how will training be provided?

8. Will the updates allow dual use of both ICD-9 and ICD-10 codes?
 - a. You will need to be able to report ICD-10 codes for dates of service after September 30th. ICD-9 will need to be used for dates of service prior to October 1st (and also for any personal liability or work comp payers not transitioning to ICD-10).

9. How will ICD-9 legacy data be handled?
 - a. Will you be able to view historical diagnosis code information and use that information for reporting/submitting/refilling and appealing outstanding claims?

10. What, if any contract addendums, will be required?
 - a. What are the terms, and when must it be executed?

11. What is the contingency plan if the software is not ready for go-live on October 1, 2014?
 - a. What will your options be if they are not ready?