Questions to ask Vendors and Payers About ICD-10

To ensure your vendors and payers will be prepared to meet the transition deadline the AAN has developed a list of important questions to ask. Important entities to have conversations with include:

- Software/systems vendors
- Clearinghouses
- Billing systems and services
- Any other suppliers that rely on coding support to include documentation

Develop a list of all your vendors and payers based on the criteria above.

1. Inquire about their timeline for implementation to ICD-10, testing, phase-in from ICD-9 to ICD-10, system changes that will occur, and costs.
2. When will testing start? How long will it take? Will it impact current systems? What involvement will your practice have in testing and at what point in the process?
3. Establish a timeline for each of the responses.
4. Determine if any are reliant on another? For example, is your clearinghouses timeline affected by your billing system? If so, how will that impact each other’s implementation?
5. Review each of your payer’s implementation timelines for transition to ICD-10:
   - When will they start accepting claims with ICD-10?
   - Will there be a phase-in period during which both codes sets will be processed prior to the 2015 implementation date?
   - How/when will each payer implement their changes to medical coverage policies with their billing systems?