

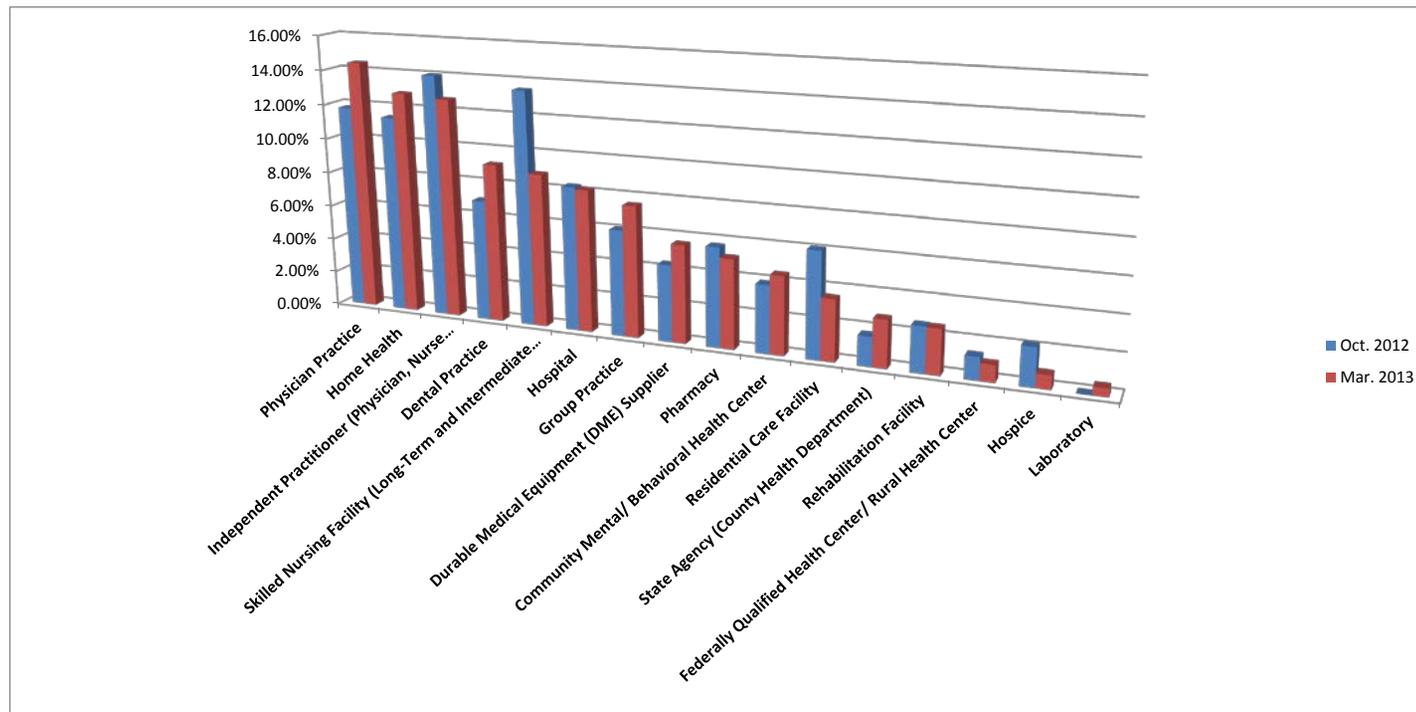
# ICD-10 Provider Readiness Survey

Survey Start Date: Sept 28, 2012  
Survey End Date: Oct. 22, 2012

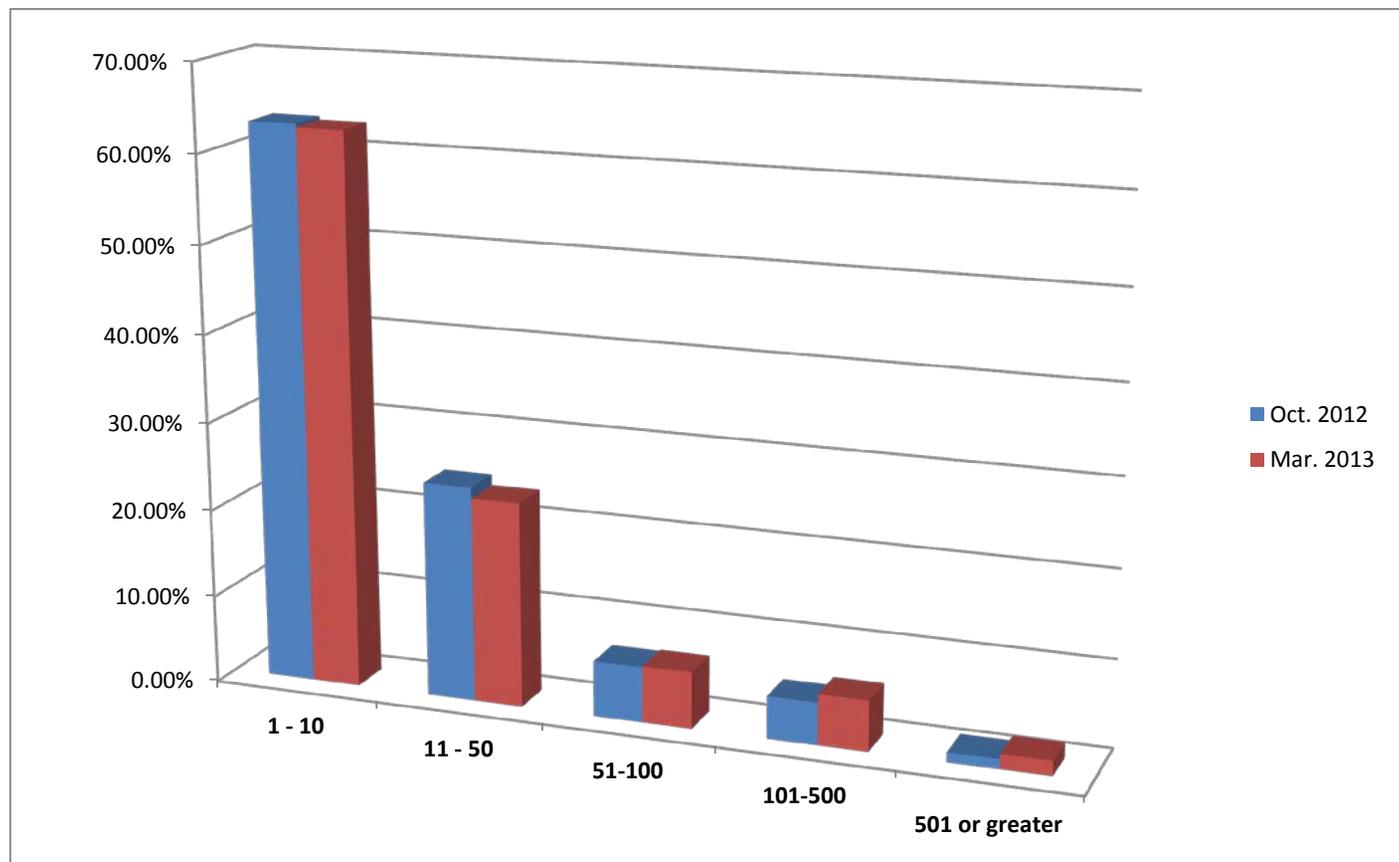
Survey Start Date: Feb 22, 2013  
Survey End Date: Mar 25, 2013

| Total Started Surveys:  |  | 285      |     |         |     | 781      |     |         |     |
|-------------------------|--|----------|-----|---------|-----|----------|-----|---------|-----|
| Total Finished Surveys: |  | 204 72%  |     |         |     | 608 78%  |     |         |     |
|                         |  | Answered | %   | Skipped | %   | Answered | %   | Skipped | %   |
| 1                       | What best defines the type of provider you are?  | 229      | 80% | 56      | 20% | 623      | 80% | 158     | 20% |
| 2                       | How many clinical staff are in your organization (doctors, nurses, mid-level providers and therapists)?  | 269      | 94% | 16      | 6%  | 713      | 91% | 68      | 9%  |
| 3                       | Do you use ICD-9 diagnosis or ICD-9 procedure codes in the work you currently do for the IME?  | 276      | 97% | 9       | 3%  | 728      | 93% | 53      | 7%  |
| 4                       | How do you currently use the ICD-9 diagnosis or ICD-9 procedure codes? (Check all that apply)  | 191      | 67% | 94      | 33% | 553      | 71% | 228     | 29% |
| 5                       | How complete is your planning for dedicating resources to ICD-10 implementation efforts?   | 190      | 67% | 95      | 33% | 550      | 70% | 231     | 30% |
| 6                       | Have you developed an ICD-10 training plan for your organization?  | 187      | 70% | 98      | 34% | 547      | 77% | 234     | 30% |
| 7                       | Have you received information from your major health plans on their ICD-10 plans?  | 188      | 66% | 97      | 34% | 549      | 70% | 232     | 30% |
| 8                       | Have you received information from any of your clearinghouse or billing vendors on their ICD-10 plans?   | 177      | 62% | 108     | 38% | 503      | 64% | 278     | 36% |
| 9                       | Does your Patient Billing System generate 5010-compliant transactions natively or is a vendor or clearinghouse creating the 5010-compliant transactions from a print output from the Patient Bill (CMS-1450 or CMS-1500) or other Patient Transaction? | 178      | 62% | 107     | 38% | 501      | 64% | 280     | 36% |
| 10                      | Have you received information from any of your software vendors on their ICD-10 plans?   | 184      | 65% | 101     | 35% | 529      | 68% | 252     | 32% |
| 11                      | If you have not begun ICD-10 implementation planning activities, please provide the reasons/obstacles. (Check all that apply)  | 123      | 65% | 162     | 57% | 350      | 64% | 431     | 55% |
| 12                      | Do your strategies for systems and/or software updates, design or solution development for your ICD-10 products and services include the following? (Check all that apply)   | 179      | 63% | 106     | 37% | 520      | 67% | 261     | 33% |
| 13                      | How complete are your IT systems update, design, and/or development plan(s) related to the ICD-10 transition?  | 183      | 64% | 102     | 36% | 534      | 68% | 247     | 32% |
| 14                      | Do you expect to have all needed system changes completed for ICD-10 by October 1, 2013, in order to begin external testing (if required) with the IME? (external testing timeframe is October, 2013 - October, 2014).                                 | 182      | 64% | 103     | 36% | 533      | 68% | 248     | 32% |
| 15                      | Do you expect to be able to utilize ICD-10 codes on the current federal compliance date of October 1, 2014?  | 185      | 65% | 100     | 35% | 533      | 68% | 248     | 32% |
| 16                      | Would you be interested in collaborating with the Iowa Medicaid Enterprise (IME) as a partner for external testing?  | 185      | 65% | 100     | 35% | 536      | 69% | 245     | 31% |

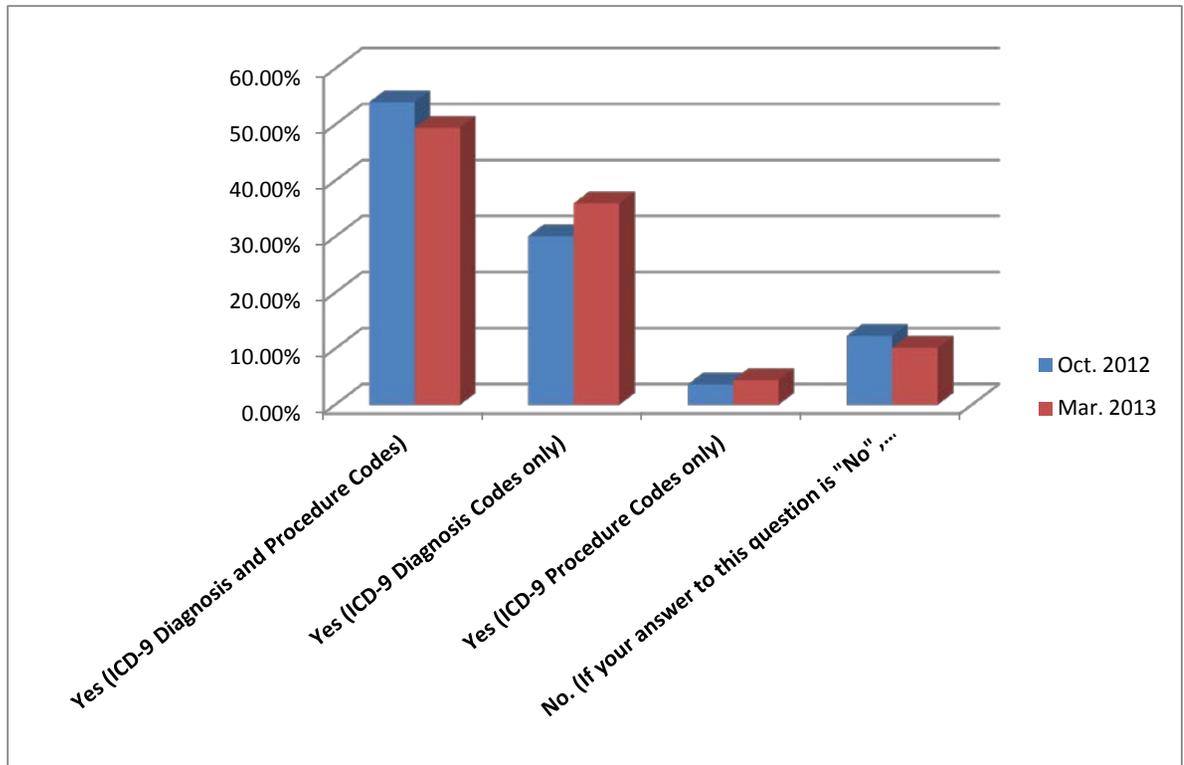
| 1. What best defines the type of provider you are?   | October 2012 Survey |                | March 2013 Survey |                |
|--|---------------------|----------------|-------------------|----------------|
|  | Response Percent    | Response Count | Response Percent  | Response Count |
| Physician Practice   | #                   | 27             | #                 | 90             |
| Home Health  | #                   | 26             | #                 | 80             |
| Independent Practitioner (Physician, Nurse Practitioner, Physician Assistant, Therapist, Psychologist, Etc.) | #                   | 32             | #                 | 79             |
| Dental Practice  | 7.00%               | 16             | 9.15%             | 57             |
| Skilled Nursing Facility (Long-Term and Intermediate Care)   | #                   | 31             | 8.83%             | 55             |
| Hospital   | 8.30%               | 19             | 8.19%             | 51             |
| Group Practice   | 6.10%               | 14             | 7.54%             | 47             |
| Durable Medical Equipment (DME) Supplier   | 4.40%               | 10             | 5.62%             | 35             |
| Pharmacy   | 5.70%               | 13             | 5.14%             | 32             |
| Community Mental/ Behavioral Health Center   | 3.90%               | 9              | 4.49%             | 28             |
| Residential Care Facility  | 6.10%               | 14             | 3.53%             | 22             |
| State Agency (County Health Department)  | 1.70%               | 4              | 2.73%             | 17             |
| Rehabilitation Facility  | 2.60%               | 6              | 2.57%             | 16             |
| Federally Qualified Health Center/ Rural Health Center   | 1.30%               | 3              | 0.96%             | 6              |
| Hospice  | 2.20%               | 5              | 0.80%             | 5              |
| Laboratory   | 0.00%               | 0              | 0.48%             | 3              |
| Other answer   |                     | 57             |                   | 149            |
| <b>TOTAL</b>   |                     | <b>229</b>     |                   | <b>623</b>     |
| Answered this question   |                     | 229            |                   | 623            |
| Skipped this question  |                     | 56             |                   | 158            |



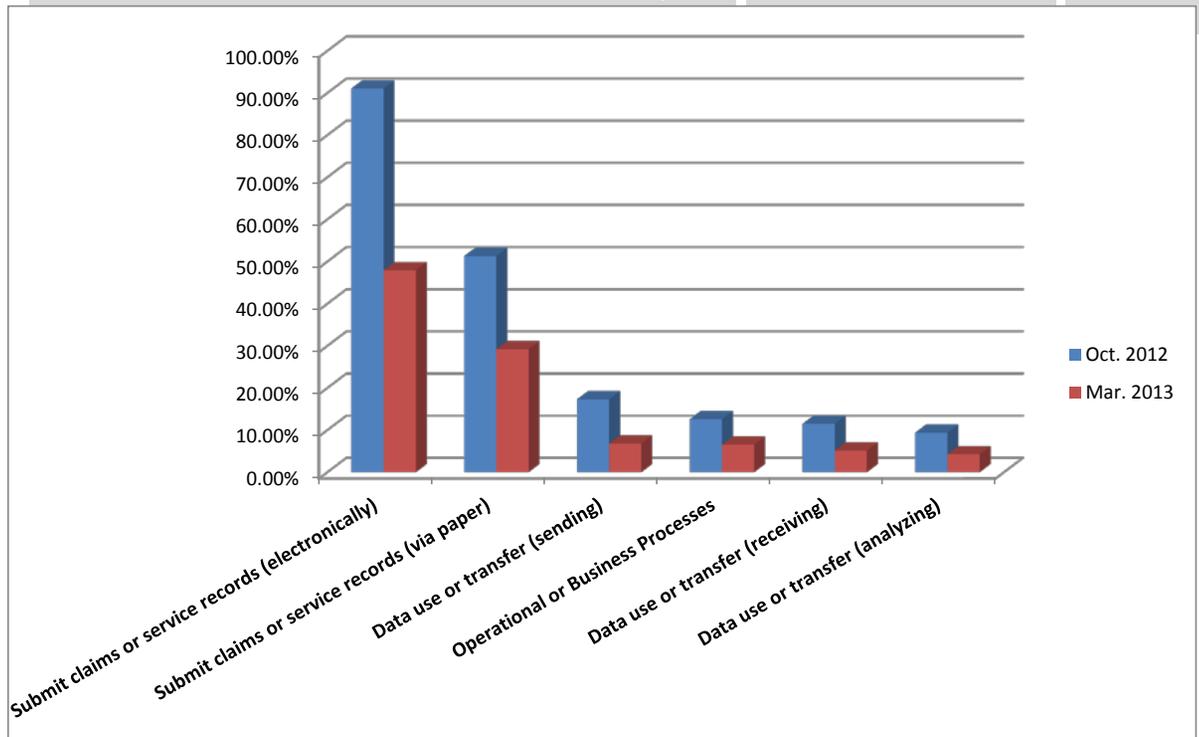
| 2. How many clinical staff are in your organization?<br>(doctors, nurses, mid-level providers and therapists) | October 2012 Survey |                | March 2013 Survey |                |
|---|---------------------|----------------|-------------------|----------------|
|   | Response Percent    | Response Count | Response Percent  | Response Count |
| 1 - 10  | 63.20%              | 170            | 62.83%            | 448            |
| 11 - 50   | 24.50%              | 66             | 23.28%            | 166            |
| 51-100  | 6.30%               | 17             | 6.45%             | 46             |
| 101-500   | 4.80%               | 13             | 5.75%             | 41             |
| 501 or greater  | 1.10%               | 3              | 1.68%             | 12             |
| <b>TOTAL</b>  |                     | <b>269</b>     |                   | <b>713</b>     |
| Answered this question  |                     | <b>269</b>     |                   | <b>713</b>     |
| Skipped this question   |                     | <b>16</b>      |                   | <b>68</b>      |



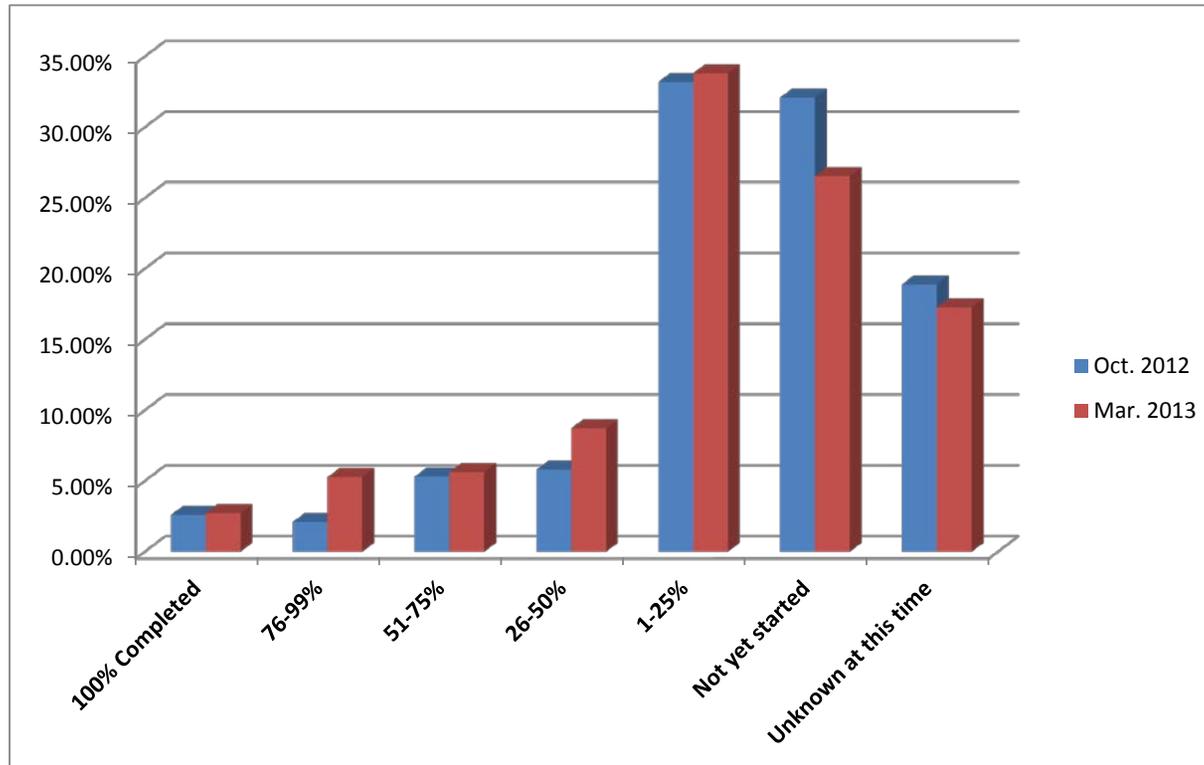
| 3. Do you use ICD-9 diagnosis or ICD-9 procedure codes in the work you currently do for the IME?   | October 2012 Survey |                | March 2013 Survey |                |
|--|---------------------|----------------|-------------------|----------------|
|  | Response Percent    | Response Count | Response Percent  | Response Count |
| Yes (ICD-9 Diagnosis and Procedure Codes)  | 54.00%              | 149            | 49.45%            | 360            |
| Yes (ICD-9 Diagnosis Codes only)   | 30.10%              | 83             | 35.99%            | 262            |
| Yes (ICD-9 Procedure Codes only)   | 3.60%               | 10             | 4.40%             | 32             |
| No. (If your answer to this question is "No", you do not need to finish the survey. Click on the "exit" button on the top right corner of this page to exit the survey. We thank you for taking the time to participate in this survey.) | 12.30%              | 34             | 10.16%            | 74             |
| <b>TOTAL</b>   |                     | <b>276</b>     |                   | <b>728</b>     |
| Answered this question   |                     | 276            |                   | 728            |
| Skipped this question  |                     | 9              |                   | 53             |



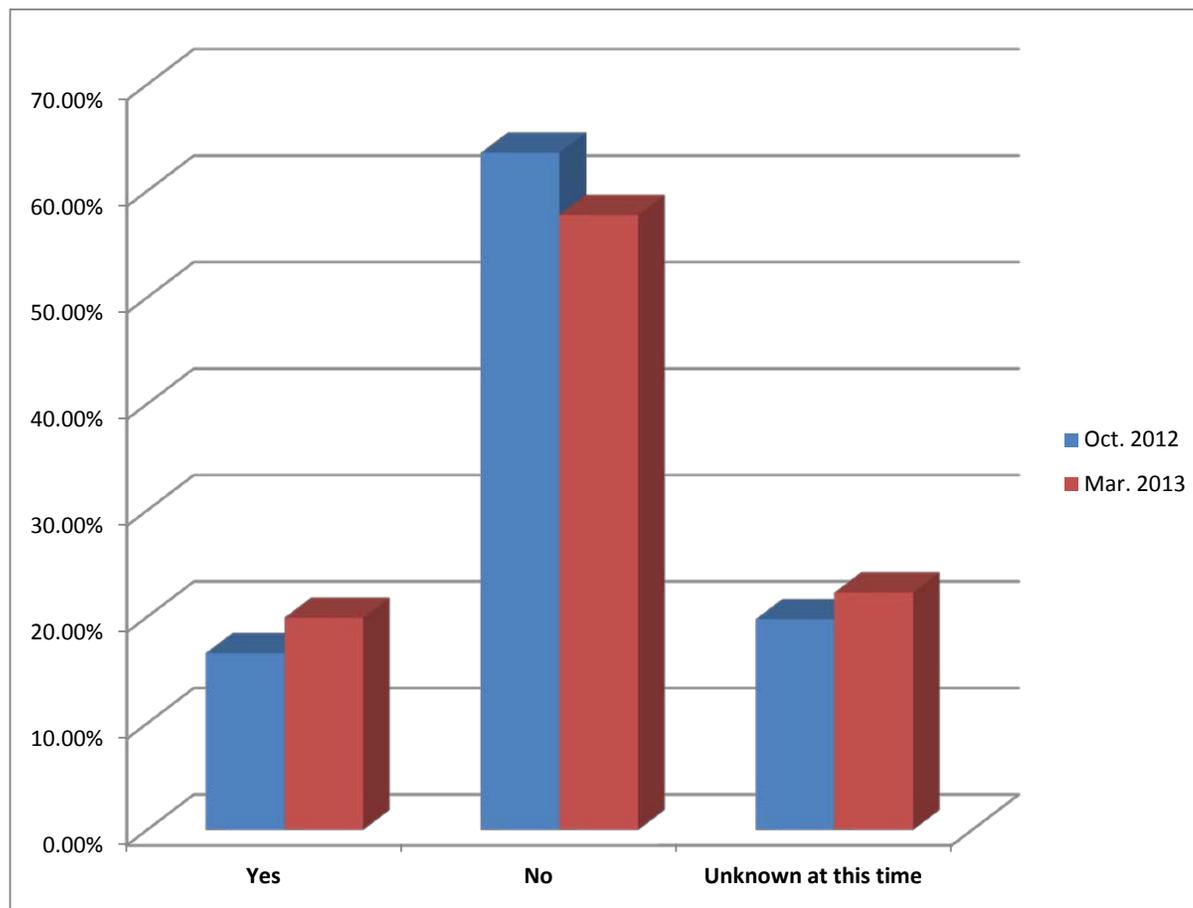
| 4. How do you currently use the ICD-9 diagnosis or ICD-9 procedure codes?<br>(Check all that apply) | October 2012 Survey |                | March 2013 Survey |                |
|---|---------------------|----------------|-------------------|----------------|
|   | Response Percent    | Response Count | Response Percent  | Response Count |
| Submit claims or service records (electronically)   | 91.10%              | 174            | 47.97%            | 484            |
| Submit claims or service records (via paper)  | 51.30%              | 98             | 29.24%            | 295            |
| Data use or transfer (sending)  | 17.30%              | 33             | 6.84%             | 69             |
| Operational or Business Processes   | 12.60%              | 24             | 6.54%             | 66             |
| Data use or transfer (receiving)  | 11.50%              | 22             | 5.15%             | 52             |
| Data use or transfer (analyzing)  | 9.40%               | 18             | 4.26%             | 43             |
| Other answer  |                     | 2              |                   | 6              |
| <b>TOTAL</b>  |                     | <b>369</b>     |                   | <b>1009</b>    |
| Answered this question  |                     | <b>191</b>     |                   | <b>553</b>     |



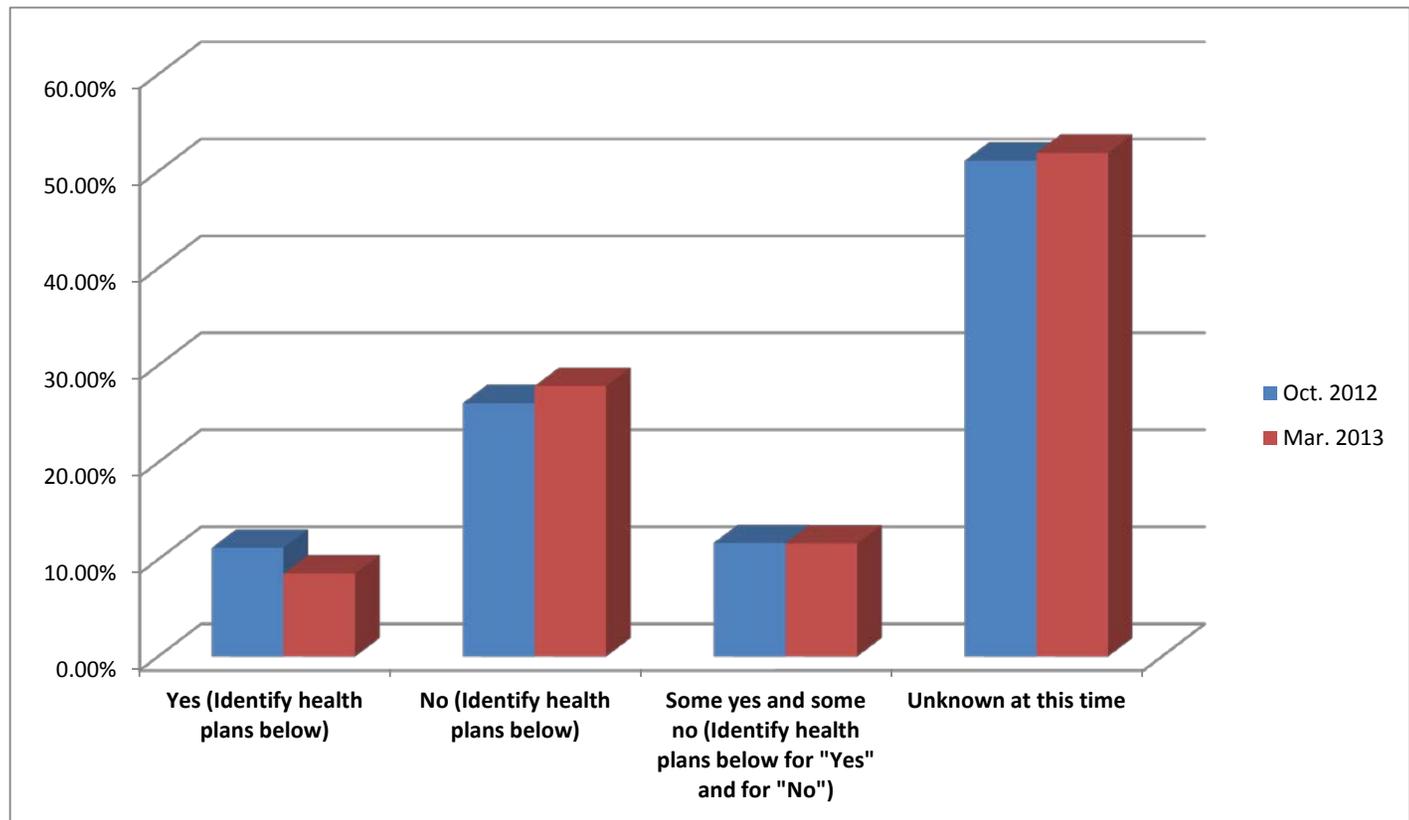
| 5. How complete is your planning for dedicating resources to ICD-10 implementation efforts? | October 2012 Survey    |                | March 2013 Survey |                |
|---|------------------------|----------------|-------------------|----------------|
|   | Response Percent       | Response Count | Response Percent  | Response Count |
| 100% Completed  | 2.60%                  | 5              | 2.73%             | 15             |
| 76-99%  | 2.10%                  | 4              | 5.27%             | 29             |
| 51-75%  | 5.30%                  | 10             | 5.64%             | 31             |
| 26-50%  | 5.80%                  | 11             | 8.73%             | 48             |
| 1-25%   | 33.20%                 | 63             | 33.82%            | 186            |
| Not yet started   | 32.10%                 | 61             | 26.55%            | 146            |
| Unknown at this time  | 18.90%                 | 36             | 17.27%            | 95             |
| <b>TOTAL</b>  |                        | <b>190</b>     |                   | <b>550</b>     |
|   | Answered this question | 190            |                   | 550            |
|   | Skipped this question  | 95             |                   | 231            |



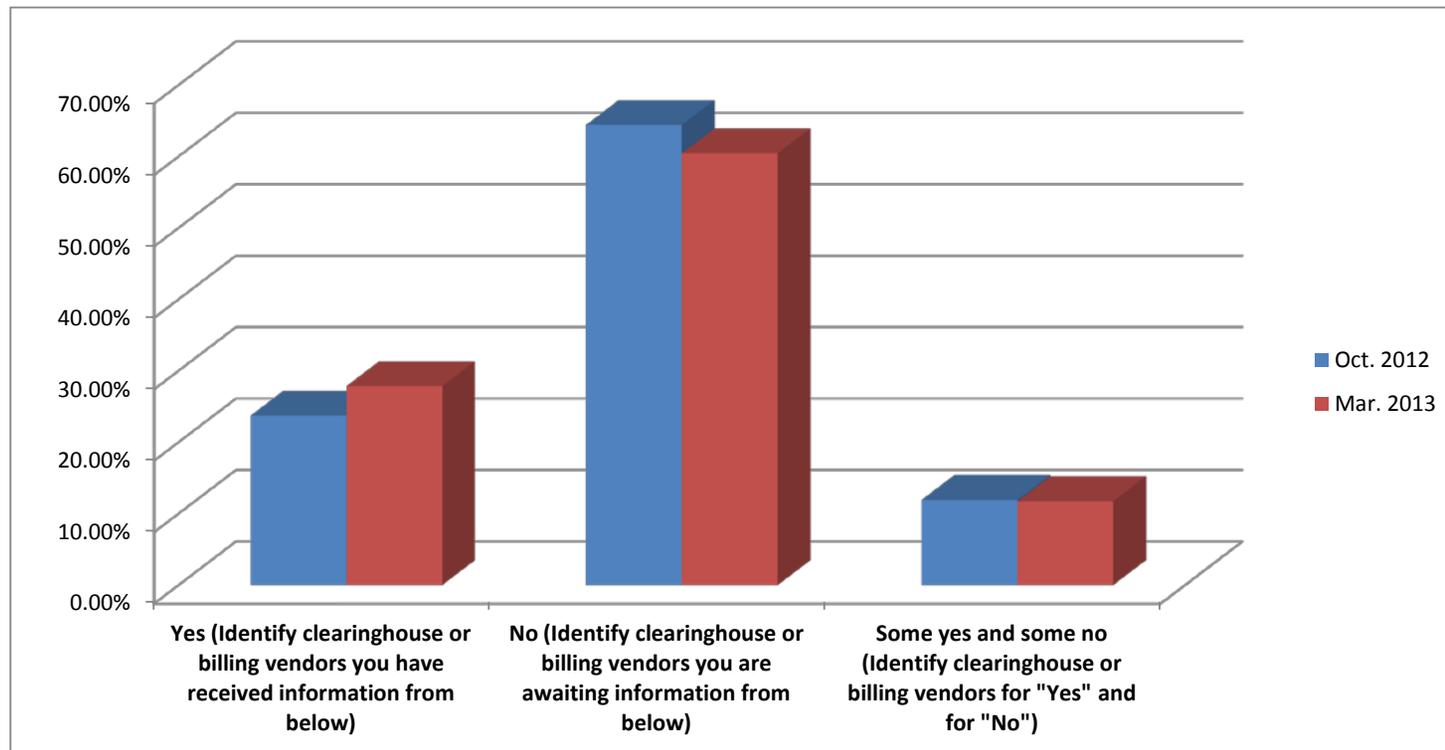
| 6. Have you developed an ICD-10 training plan for your organization? |                        | October 2012 Survey |                | March 2013 Survey |                |
|--|------------------------|---------------------|----------------|-------------------|----------------|
|  |                        | Response Percent    | Response Count | Response Percent  | Response Count |
| Yes  |                        | 16.60%              | 31             | 19.93%            | 109            |
| No   |                        | 63.60%              | 119            | 57.77%            | 316            |
| Unknown at this time   |                        | 19.80%              | 37             | 22.30%            | 122            |
| <b>TOTAL</b>   |                        |                     | <b>187</b>     |                   | <b>547</b>     |
|  | Answered this question |                     | 187            |                   | 547            |
|  | Skipped this question  |                     | 98             |                   | 234            |



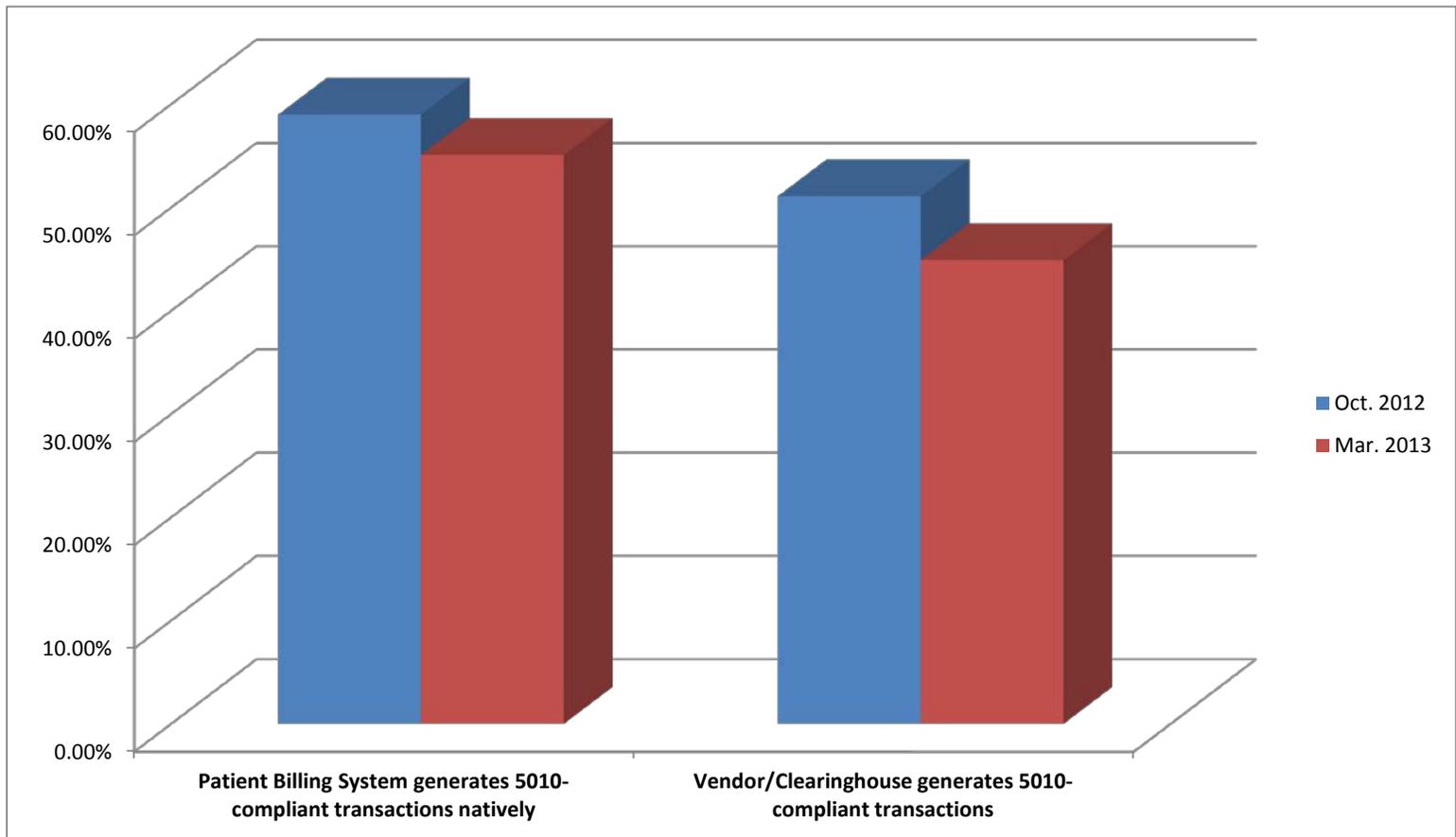
| 7. Have you received information from your major health plans on their ICD-10 plans? | October 2012 Survey    |                | March 2013 Survey |                |
|--|------------------------|----------------|-------------------|----------------|
|  | Response Percent       | Response Count | Response Percent  | Response Count |
| Yes (Identify health plans below)  | 11.20%                 | 21             | 8.56%             | 47             |
| No (Identify health plans below)   | 26.10%                 | 49             | 27.87%            | 153            |
| Some yes and some no (Identify health plans below for "Yes" and for "No")            | 11.70%                 | 22             | 11.66%            | 64             |
| Unknown at this time   | 51.10%                 | 96             | 51.91%            | 285            |
| <b>TOTAL</b>   |                        | <b>188</b>     |                   | <b>549</b>     |
|  | Answered this question | 188            | 549               |                |
|  | Skipped this question  | 97             | 232               |                |



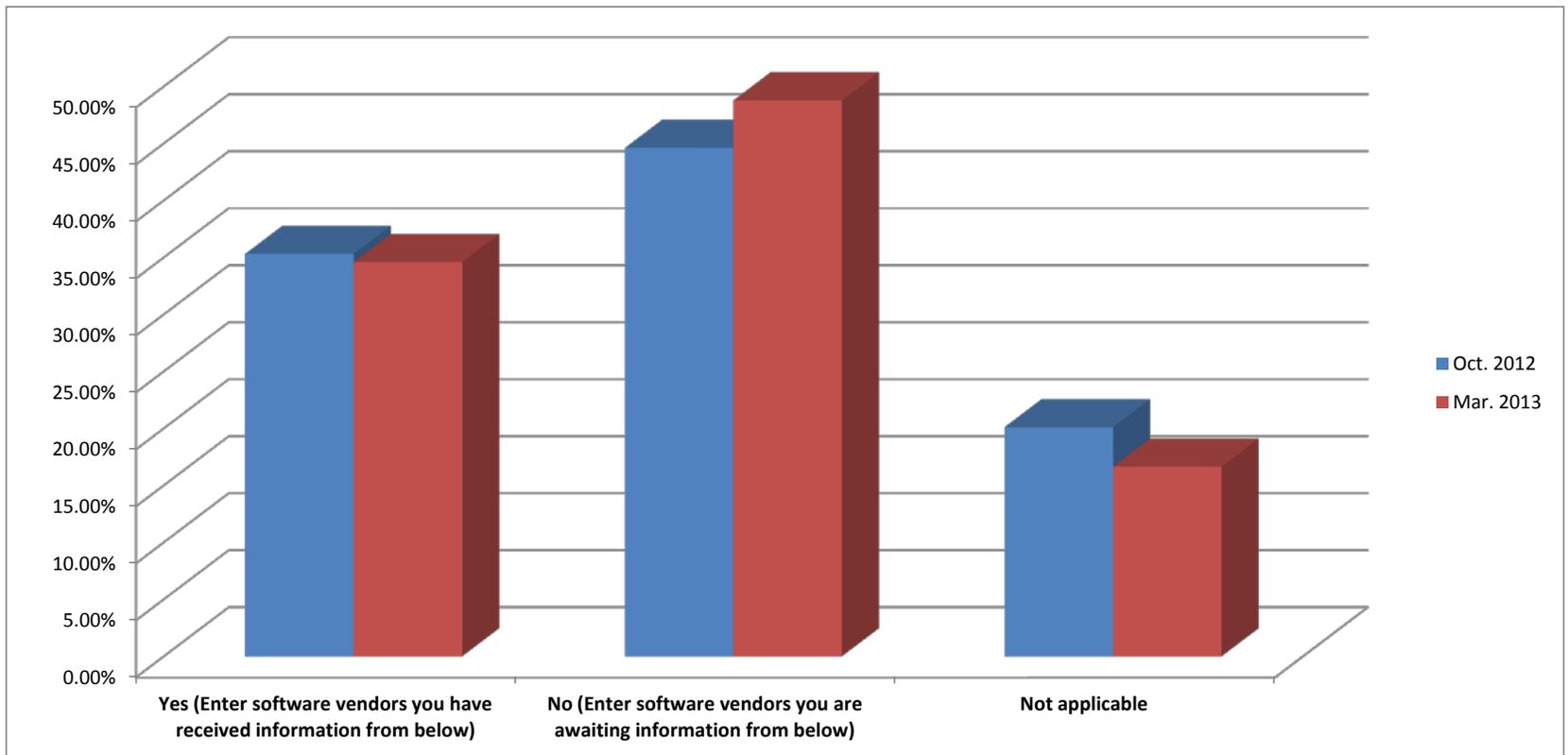
| 8. Have you received information from any of your clearinghouse or billing vendors on their ICD-10 plans? | October 2012 Survey |                | March 2013 Survey |                |
|---|---------------------|----------------|-------------------|----------------|
|   | Response Percent    | Response Count | Response Percent  | Response Count |
| Yes (Identify clearinghouse or billing vendors you have received information from below)                  | 23.70%              | 42             | 27.83%            | 140            |
| No (Identify clearinghouse or billing vendors you are awaiting information from below)                    | 64.40%              | 114            | 60.44%            | 304            |
| Some yes and some no (Identify clearinghouse or billing vendors for "Yes" and for "No")                   | 11.90%              | 21             | 11.73%            | 59             |
| Please identify clearinghouse or billing vendor that have and/or have not provided information here       |                     | 97             |                   | 289            |
| <b>TOTAL</b>  |                     | <b>177</b>     |                   | <b>503</b>     |
| Answered this question  |                     | 177            |                   | 503            |
| Skipped this question   |                     | 108            |                   | 278            |



| 9. Does your Patient Billing System generate 5010-compliant transactions natively or is a vendor or clearinghouse creating the 5010-compliant transactions from a print output from the Patient Bill (CMS-1450 or CMS-1500) or other Patient Transaction? | October 2012 Survey    |                | March 2013 Survey |                |
|---|------------------------|----------------|-------------------|----------------|
|   | Response Percent       | Response Count | Response Percent  | Response Count |
| Patient Billing System generates 5010-compliant transactions natively   | 59.00%                 | 105            | 55.09%            | 276            |
| Vendor/Clearinghouse generates 5010-compliant transactions  | 51.10%                 | 91             | 44.91%            | 225            |
| <b>TOTAL</b>  |                        | <b>196</b>     |                   | <b>501</b>     |
|   | Answered this question | <b>178</b>     |                   | <b>501</b>     |
|   | Skipped this question  | <b>107</b>     |                   | <b>280</b>     |

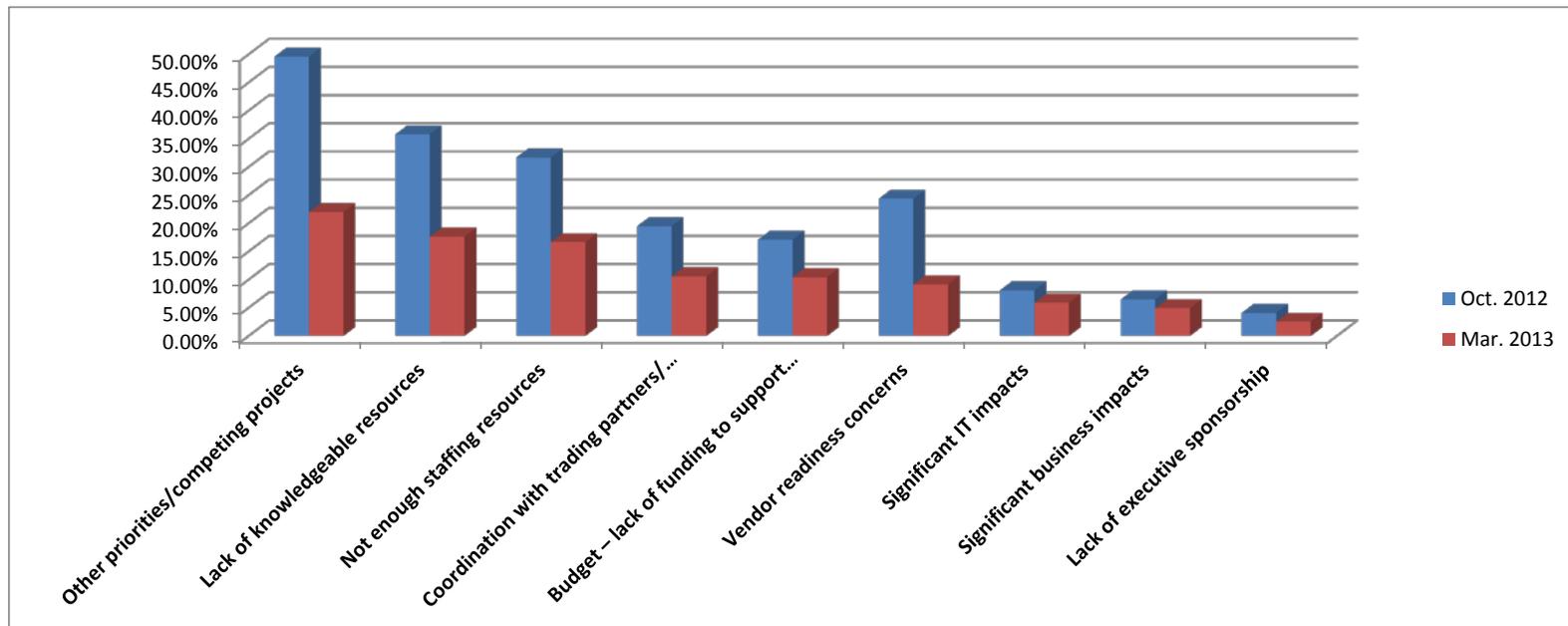


| 10. Have you received information from any of your software vendors on their ICD-10 plans? | October 2012 Survey    |                | March 2013 Survey |                |
|--|------------------------|----------------|-------------------|----------------|
|  | Response Percent       | Response Count | Response Percent  | Response Count |
| Yes (Enter software vendors you have received information from below)                      | 35.30%                 | 65             | 34.59%            | 183            |
| No (Enter software vendors you are awaiting information from below)                        | 44.60%                 | 82             | 48.77%            | 258            |
| Not applicable   | 20.10%                 | 37             | 16.64%            | 88             |
| Please identify software vendors that have and/or have not provided information            |                        | 95             |                   | 286            |
| <b>TOTAL</b>   |                        | <b>184</b>     |                   | <b>529</b>     |
|  | Answered this question | 178            |                   | 529            |
|  | Skipped this question  | 107            |                   | 252            |

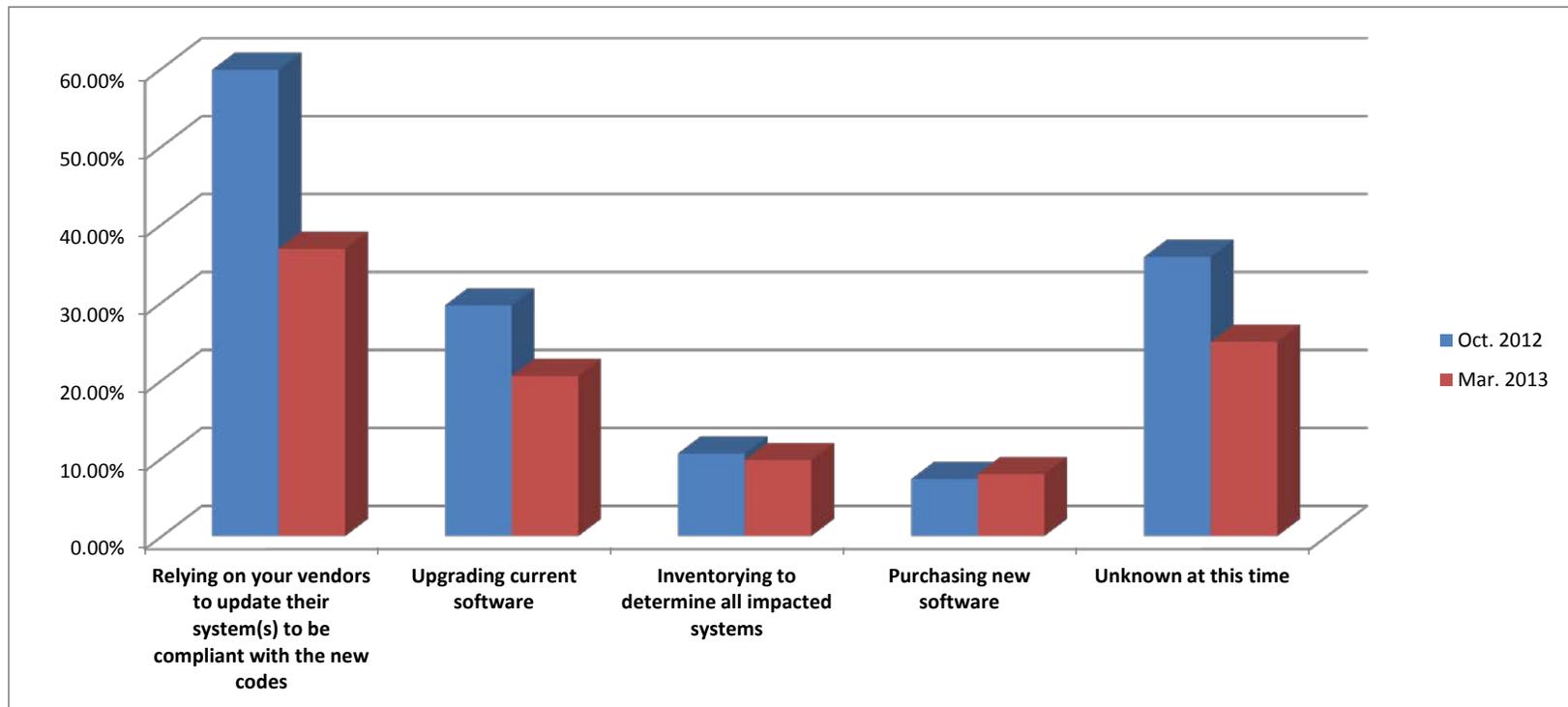


**11. If you have not begun ICD-10 implementation planning activities, please provide the reasons/obstacles. (Check all that apply)**

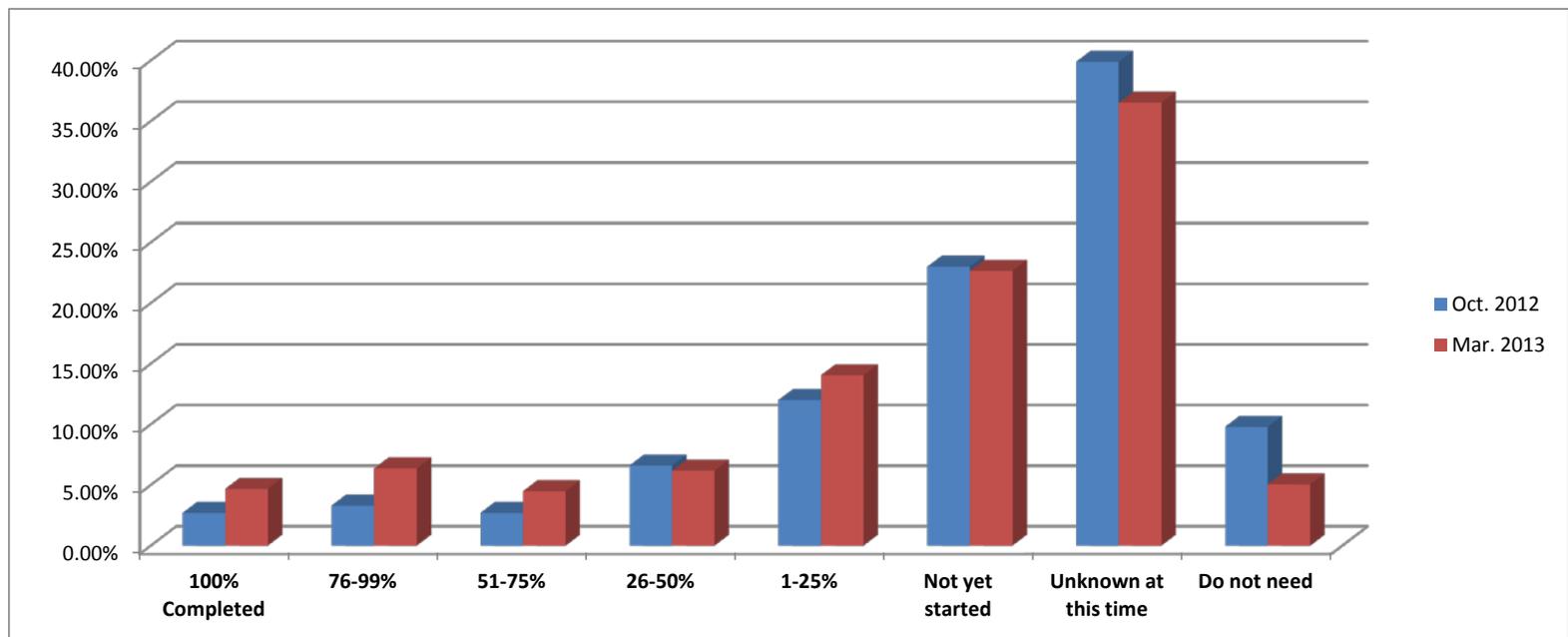
|   | October 2012 Survey |                | March 2013 Survey |                |
|---|---------------------|----------------|-------------------|----------------|
|   | Response Percent    | Response Count | Response Percent  | Response Count |
| Other priorities/competing projects                     | 49.60%              | 61             | 22.03%            | 156            |
| Lack of knowledgeable resources                         | 35.80%              | 44             | 17.66%            | 125            |
| Not enough staffing resources                           | 31.70%              | 39             | 16.67%            | 118            |
| Coordination with trading partners/ business associates | 19.50%              | 24             | 10.59%            | 75             |
| Budget – lack of funding to support ICD-10 changes      | 17.10%              | 21             | 10.45%            | 74             |
| Vendor readiness concerns                               | 24.40%              | 30             | 9.18%             | 65             |
| Significant IT impacts                                  | 8.10%               | 10             | 5.93%             | 42             |
| Significant business impacts                            | 6.50%               | 8              | 4.94%             | 35             |
| Lack of executive sponsorship                           | 4.10%               | 5              | 2.54%             | 18             |
| Other answer  |                     | 27             |                   | 75             |
| <b>TOTAL</b>  |                     | <b>242</b>     |                   | <b>708</b>     |
| Answered this question                                  |                     | 123            |                   | 350            |
| Skipped this question                                   |                     | 162            |                   | 431            |



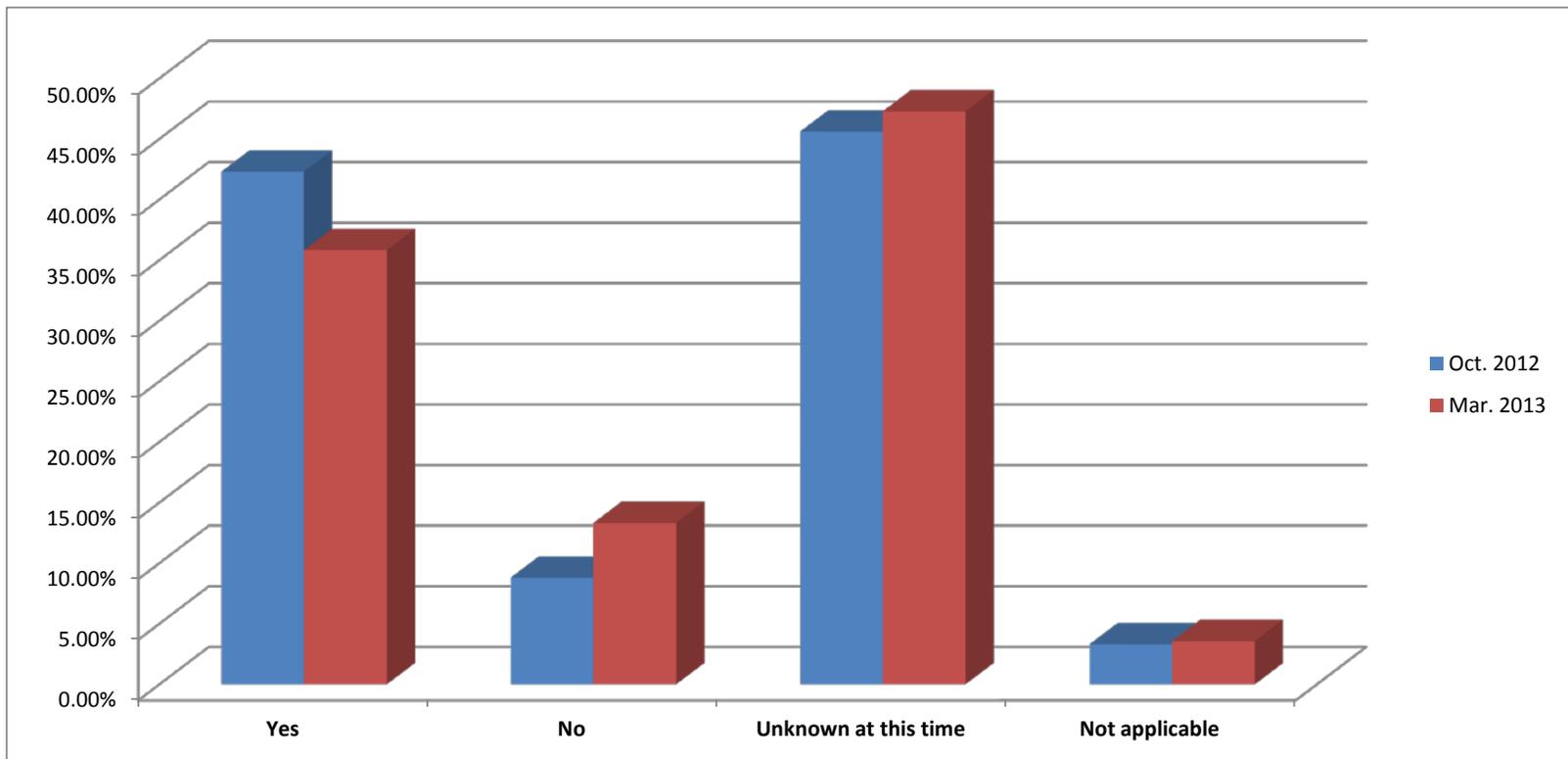
| 12. Do your strategies for systems and/or software updates, design or solution development for your ICD-10 products and services include the following? (Check all that apply) | October 2012 Survey |                | March 2013 Survey |                |
|--|---------------------|----------------|-------------------|----------------|
|  | Response Percent    | Response Count | Response Percent  | Response Count |
| Relying on your vendors to update their system(s) to be compliant with the new codes   | 59.80%              | 107            | 36.84%            | 287            |
| Upgrading current software   | 29.60%              | 53             | 20.54%            | 160            |
| Inventorying to determine all impacted systems   | 10.60%              | 19             | 9.76%             | 76             |
| Purchasing new software  | 7.30%               | 13             | 7.96%             | 62             |
| Unknown at this time   | 35.80%              | 64             | 24.90%            | 194            |
| Other answer   |                     | 6              |                   | 13             |
| <b>TOTAL</b>   |                     | <b>256</b>     |                   | <b>779</b>     |
| Answered this question   |                     | 179            |                   | 520            |
| Skipped this question  |                     | 106            |                   | 261            |



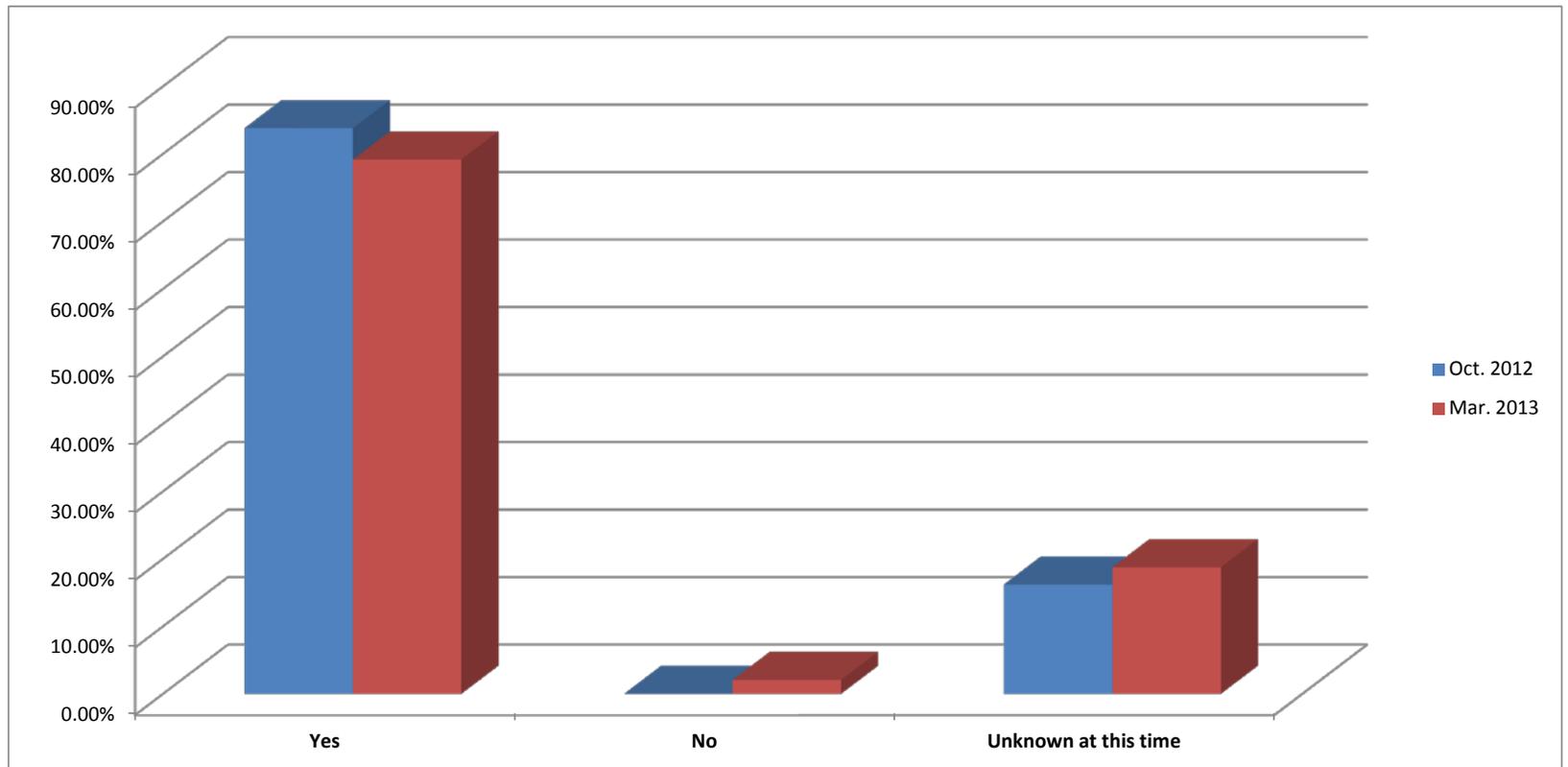
| 13. How complete are your IT systems update, design, and/or development plan(s) related to the ICD-10 transition? | October 2012 Survey |                | March 2013 Survey |                |
|---|---------------------|----------------|-------------------|----------------|
|   | Response Percent    | Response Count | Response Percent  | Response Count |
| 100% Completed  | 2.70%               | 5              | 4.68%             | 25             |
| 76-99%  | 3.30%               | 6              | 6.37%             | 34             |
| 51-75%  | 2.70%               | 5              | 4.49%             | 24             |
| 26-50%  | 6.60%               | 12             | 6.18%             | 33             |
| 1-25%   | 12.00%              | 22             | 14.04%            | 75             |
| Not yet started   | 23.00%              | 42             | 22.66%            | 121            |
| Unknown at this time  | 39.90%              | 73             | 36.52%            | 195            |
| Do not need   | 9.80%               | 18             | 5.06%             | 27             |
| Other answer  |                     | 0              |                   | 0              |
| <b>TOTAL</b>  |                     | <b>183</b>     |                   | <b>534</b>     |
| Answered this question  |                     | 183            |                   | 534            |
| Skipped this question   |                     | 102            |                   | 247            |



| 14. Do you expect to have all needed system changes completed for ICD-10 by October 1, 2013, in order to begin external testing (if required) with the IME? (external testing timeframe is October, 2013 - October, 2014). | October 2012 Survey |                | March 2013 Survey |                |
|--|---------------------|----------------|-------------------|----------------|
|  | Response Percent    | Response Count | Response Percent  | Response Count |
| Yes  | 42.30%              | 77             | 35.83%            | 191            |
| No   | 8.80%               | 16             | 13.32%            | 71             |
| Unknown at this time   | 45.60%              | 83             | 47.28%            | 252            |
| Not applicable   | 3.30%               | 6              | 3.56%             | 19             |
| Other answer   |                     | 5              |                   | 5              |
| <b>TOTAL</b>   |                     | <b>182</b>     |                   | <b>533</b>     |
| Answered this question   |                     | 182            |                   | 533            |
| Skipped this question  |                     | 103            |                   | 248            |



| 15. Do you expect to be able to utilize ICD-10 codes on the current federal compliance date of October 1, 2014? |                        | October 2012 Survey |                | March 2013 Survey |                |
|---|------------------------|---------------------|----------------|-------------------|----------------|
|   |                        | Response Percent    | Response Count | Response Percent  | Response Count |
| Yes   |                        | 83.80%              | 155            | 79.17%            | 422            |
| No  |                        | 0.00%               | 0              | 2.06%             | 11             |
| Unknown at this time  |                        | 16.20%              | 30             | 18.76%            | 100            |
| Other answer  |                        |                     | 0              |                   | 0              |
| <b>TOTAL</b>  |                        |                     | <b>185</b>     |                   | <b>533</b>     |
|   | Answered this question |                     | 185            |                   | 533            |
|   | Skipped this question  |                     | 103            |                   | 248            |



| 16. Would you be interested in collaborating with the Iowa Medicaid Enterprise (IME) as a partner for external testing? |                      | October 2012 Survey    |                | March 2013 Survey |                |
|---|----------------------|------------------------|----------------|-------------------|----------------|
|   |                      | Response Percent       | Response Count | Response Percent  | Response Count |
| 1   | Yes                  | 21.10%                 | 39             | 16.42%            | 88             |
| 2   | No                   | 27.60%                 | 51             | 31.53%            | 169            |
| 3   | Unknown at this time | 51.40%                 | 95             | 52.05%            | 279            |
|   | Other answer         |                        | 0              |                   | 0              |
| <b>TOTAL</b>  |                      |                        | <b>185</b>     |                   | <b>536</b>     |
|   |                      | Answered this question | 185            |                   | 536            |
|   |                      | Skipped this question  | 100            |                   | 245            |

