

**ICD-10 Provider Readiness Survey #2**  
**Survey Date: February – March 2013**  
**Summary Analysis**

In November 2012 we announced the results of the inaugural Iowa Medicaid Enterprise (IME) Provider Readiness Survey. The survey was to be the first, of several, to track the preparation and readiness of providers for the transition to the ICD-10 code set on October 1, 2014. A second survey was launched in February 2013, and over 780 provider responses were received. The results echo national survey results and give cause for concern around provider ICD-10 readiness.

Comparing the results of the first and second surveys reveals small gains reported by Iowa providers in the progression of planning and training to prepare for ICD-10. Just 22% of respondents indicated they were more than a quarter of the way through planning for resources dedicated to implementing ICD-10 (up slightly from 15% on the first), and only 20% responded they had developed an ICD-10 training plan. Nationally, the Workgroup for Electronic Data Interchange (WEDI), which promotes and tracks the use of IT in health care, reported that over two fifths of provider respondents indicated they did not know when they would complete their impact assessment. “Because of the magnitude of ICD-10, it is critical that organizations complete their remediation efforts as quickly as possible in order to allow adequate time for testing,” said WEDI Chairman, Jim Daley.

The IME’s own project to prepare for use of ICD-10 is well on track and will be ready for external testing with providers in October 2013, but we are concerned that many of our provider partners are falling behind. Individual providers that are not able to properly code claims after the deadline could face payment problems and/or raise program integrity alerts. If a significant number of providers are unprepared, it could result in a late shift in policy such as another implementation delay or a “dual use” period, both of which add complexity and cost to the overall transition.

In many cases, it is not until actual planning (when staff is exposed to details of the complex change), that the full business impact becomes clear. This appears to be reflected in our survey as well: as planning scores have crept up, the percentage of providers indicating they will be ready to test in October of 2013 (36%) and comply with the production deadline (79%) actually dropped slightly (each by about 5%). This may be the result of planners recognizing the true extent of the challenge they face.

The IME will conduct external end-to-end testing with providers between October 2013 and October 2014 and urges providers to continue to move forward with their preparation and to allow plenty of time for robust ICD-10 testing alongside production ICD-9 claims to ensure a surprise-free transition to ICD-10.

**RESULT OF SURVEY # 2**

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If you have any questions on ICD-10 please send an email to: [ICD-10project@dhs.state.ia.us](mailto:ICD-10project@dhs.state.ia.us)

For more information (including the full survey results), please visit the ICD-10 website:  
<http://www.ime.state.ia.us/Providers/ICD10.html>