



Symphony Brings Government Payer to New ICD-10 Standard

Abstract

Symphony helped a large federal healthcare agency adopt much-needed new capabilities with a transition from ICD-9 to ICD-10 using Symphony Corporation's coding solution driven by its tested, mature processes. The four-stage project, which was the largest ICD-10 migration to date, minimized productivity loss during the transition period and future-proofed the client's clinical IT assets for many years to come.

"Symphony connected us to the right subject matter experts to ensure success and managed the project meticulously from start to finish."

The Limits of ICD-9

The client was using coded data in ICD-9-CM to make critical operational choices that affect national and local benefit coverage. These choices impacted a variety of payment systems across all settings of care, cascading the standards they set down to a multitude of organizations. The client recognized the limitations of ICD-9 in supporting its current and future operations and wanted to transition to the ICD-10-CM and ICD-10-PCS coding systems.

The Symphony Approach

Symphony was chosen for its mature processes in delivering solutions to clients with similar challenges, its healthcare subject matter expertise, and its intimate knowledge of the IT system and ICD-10. More importantly, Symphony's ability to assemble a multi-faceted team consisting of nationally recognized leaders and experts in coding, business process reengineers, systems architects, EDI & healthcare data specialists was a major advantage. Symphony's proven experience in organizational change management, strategic planning, and project management would prove critical to the success of the project.



Case Study: ICD-10 Coding for Large Payer

The Symphony team developed an aggressive plan to meet the goals of the project and provide a comprehensive roadmap for ICD-10 implementation including: constraints, risks and mitigation strategies, and an accurate cost and time estimate. Symphony sequenced the tasks in four stages:

- Impact analysis including analysis of internal systems, interface and users, as well as user experience for external trading partners.
- Implementation planning including risk mitigation and management planning, process reengineering, migration road mapping, implementation support planning.
- Organizational change management planning to address change adoption, personnel training and process documentation.
- Coding assistance in migration, development of cross walks and data analysis.

The Outcome

Despite the large scope and complex nature of the project, Symphony helped the client achieve success in the following ways:

- The implementation plan minimized productivity loss, subject matter gap, and technology migration challenges.
- Process: Developed Business process reengineering roadmap with extensively documented AS-IS and TO-BE scenarios
- People: clearly identified skillsets, training and coding support strategies.
- Technology: A clear road map for configuration management, data migration, and interfaces refactoring. The migration plan included code set mapping and procedures to run the old and new codes in parallel.