This is the second in a series of articles written by Karen Popa, RN; Director of Patient Financial Services, to help physician offices prepare for coding in ICD-10. Look for “Outpatient Orders Compliance” in September.

Medicare and other payers frequently require a medically necessary diagnosis code to pay for outpatient services. In preparation for ICD-10, Michigan’s Medicare contractor (WPS) suspended many of the local coverage determinations for services like chest x-ray and ECGs. It is unknown when the contractors will be reinitiating them, but it is expected that they will do so within the next year.

CMS has maintained all of the national coverage determinations for lab and other services. These are available in draft form for ICD-10 on the CMS website. Here are some FAQs on medical necessity and how your office can prepare.

What is medical necessity?
- Medicare says “no payment shall be made… for items or services not reasonable and necessary for the diagnosis and treatment of illness or injury or to improve the functioning of a malformed body member.” (Section 1862(a)(1)(A) of the Social Security Act)
- CMS defines Medical Necessity is a benefit system, NOT medical standards.
  - Medicare states “a test may be considered medically appropriate, but nonetheless excluded from Medicare Coverage.” (Fed Register 11/25/01 p.58810)
- Medical necessity answers the question: “Is this procedure a ‘benefit’ (reimbursable) for a patient with this diagnosis?”
  - Medical necessity, in this context, simply means the patient has a diagnosis (ICD-9 or ICD-10 code) that supports the service (CPT/HCPCS code).

How do I know what Medicare and other payers consider medically necessary?
Medicare publishes coverage policies that outline what CPT
ICD-10 Launches Oct. 1: Are You Ready?

Friday, September 18 | Lunch: 12:00 – 12:30 pm; Friday Medical Conference: 12:30 – 1:30 pm
Munson Medical Center Conference Center

The Sept. 18 Friday Medical Conference – less than two weeks before the Oct. 1 implementation of ICD-10 – will discuss the impact on physicians and practices and provide some last-minute steps that you can take to prepare for ICD-10.

Please encourage your physicians to attend. This conference has been approved for AMA PRA Category 1 Credits™. Practice managers are also welcome to attend. No need to RSVP if attending in person.

To attend via GoToWebinar, go to munsonhealthcare.org/cme to register after September 1.

ICD-10 TOP TEN

Providers have been ramping up their documentation, completing specialized training, and preparing themselves and their staff for ICD-10. For all providers, the transition on October 1, 2015 will have a significant and lasting impact.

Based on a review of outpatient services at Munson Medical Center over the last 18 months, here are 10 of the top 25 most common ordering diagnoses affected by ICD-10. Coding for all diagnoses will change under ICD-10, some more than others, so complete and accurate documentation is critical.

Providers are encouraged to use the list as a starting point to begin translating the codes to their new ICD-10 equivalents. To see the rest of the top 25 or to access other online resources to assist you and your practice with the transition to ICD-10, visit the ICD-10 Resource Center at munsonhealthcare.org/icd-10.

MEDICAL NECESSITY AND ICD-10

Continued from page 1

codes require what diagnoses to qualify for payment. They are called National Coverage Determinations (country-wide) and Local Coverage Determinations (region-wide).

Other payers have medical necessity policies and they generally differ from Medicare guidelines. They are called Individual Payer Policy Coverage. Usually they can be found on the payer website.

It is best practice to know what payer medical policies are, so as not to delay care while the patient waits for clarification on a diagnosis.

How will ICD-10 impact medical necessity?

Initially, there will be few changes to the Medicare policies; however we don’t know how or when the commercial insurers will revise their policies. It is expected that Medicare will begin to require more specific diagnoses after the first year of implementation.

What can my office do to prepare?

• Identify the Top 10 Diagnosis Codes (by frequency) you use for OP orders.
  o Convert these diagnoses to ICD-10.
  o Add specificity where required.

• When ordering tests and treatment, provide a diagnosis that supports medical necessity.

Remember that:
  o Orders to “rule out [X]” are not sufficient.
  o Orders must include information about the signs, symptoms, history, and other clinical indications for the service or procedure.

ICD-10 will be upon us in two months. Are you ready?

Don’t forget to update your outpatient physician order forms, both electronic and paper, ASAP (see sidebar). It is not too early. After October 1, Munson Healthcare will require ICD-10 compliant orders for all outpatient testing and treatment.
Cardiovascular Update for Primary Care Providers

Saturday, October 10 | Registration and Breakfast: 7:00 am – 8:00 am; Program: 8:00 am – 4:30 pm
Grand Traverse Resort

The 3rd Annual Cardiovascular Update for Primary Care Providers will provide practical tools and resources for primary care, emergency medicine, hospital medicine physicians, PA/NPs, and nurses, including the most current developments in the diagnosis, treatment, and management of cardiovascular disease.

There is no cost to attend. Lunch will be provided. This workshop has been approved for 5.75 AMA PRA Category 1 Credits™.

For more seminar details and CME information, go to munsonhealthcare.org/cardiovascularupdate2015.
To register, go to munsonhealthcare.org/cardiovascularupdate2015 or call Munson HealthLink at (231) 935-5886.
Keeping the electronic health record up and running at 54 different physician clinics associated with Munson Medical Center sometimes becomes more than a full-time job.

Days can stretch into nights when hardware and software fail to play nice together.

Information Systems Ambulatory Applications 10-member team is responsible for ensuring patient information flows from the physician clinic’s exam room to the electronic health record, allowing it to be accessed by a specialist at the hospital or in another clinic.

“I think it’s great that we are able to support applications that actually help providers in the area have the right information to provide better patient care,” said Renee Gerrie, systems architect and a team lead for Ambulatory Applications. “They are able to get results interfaced into the EHR, they can e-prescribe from their laptops, and they can look at Radiology images or information sent from the hospital to their clinic.”

The team works closely with a four-member IS interface team to ensure that the three programs used in ambulatory clinics — eClinicalWorks, NextGen, and ARIA — can communicate with hospital programs.

Over the past six years, the team has systematically gone from project to project, linking offices to components of the EHR which prepares them for Meaningful Use recognition and the reimbursement that CMS has tied to that designation.

“Renee and her team do a great job and I see them as the glue that keeps our ambulatory EMR going,” said Donald Caraccio, MD, Munson Medical Center chief medical services officer, who practices at Thirlby Clinic. “I can honestly say that at Thirlby we would be lost without their support. I suspect that is true at other practices as well.”

When glitches and downtime occur, the Ambulatory Applications team works closely with the Help Desk to communicate with offices, track the problem, and fix it.

The team serves as trainers for eClinicalWorks, and work closely with vendors of the other two programs during training to ensure they can diagnose and fix issues that arise.

Gerrie said the team is committed to ensuring ambulatory patient information continues to flow electronically between all the various applications important for the EMR.

“If we have a major upgrade and then a slowness issue develops, having a small team like this hits us,” she said. “But the team pulls together and gets it done.”

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**Ambulatory Apps., Interface Teams**

- Ambulatory Applications team members include:
  - Renee Gerrie (Team Lead)
  - Kelly Bator
  - Deb Chmielewski (Team Lead)
  - Russell Gauthier
  - John Rokos
  - Barb Slagel
  - Linda Thornton
  - Matthew Weaver
  - Jim Whall
  - Mia York

- Interface team members include:
  - Josh Adams
  - Michael Beckwith
  - Kirby Knight
  - James Russell (Team Lead)

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**BATCH SCANNING INTO POWERCHART**

Munson Healthcare has launched a new project to batch scan the entire paper medical record post discharge into PowerChart. This project broadens the scope of scanned medical records to promote timely access to the patient’s clinical documentation.

When the paper record is scanned it can be viewed in Results Review, Documentation, or Clinical Notes. The information will post for the discharge date and time and will flow to the appropriate section of the electronic chart.

Read Sept. Practice Pro for more information.
IT’S CRITICAL TO REMOVE STAFF’S COMPUTER ACCESS UPON TERMINATION

If a former employee accesses PowerChart, Physician Web Scheduler, etc. after leaving your practice, it is a serious HIPAA breach requiring investigation. Prevent privacy and security breaches by promptly reporting an employee’s termination to the Munson Help Desk by contacting (231) 935-6053 or helpdesk@mhc.net.

You can also complete a Computer System Access Request Form, available at munsonhealthcare.org/physicianforms, and fax to (231) 935-3215.

NEW HOURS FOR CLINICIAN IS HELP DESK: 7 AM – 5 PM

In January, the Munson Information Systems Help Desk added a special line for physicians, clinicians, and practice staff calling for urgent IT issues affecting patient care, e.g. PowerChart, iPATH, paging, etc. After reviewing usage of the Clinician IS Help Desk for the past 7 months, its hours have changed to 7 am – 5 pm. However, the Help Desk is always staffed and can assist with any needs on the Technical Help Line 24/7.

The Clinician IS Help Desk is available Monday – Friday, 7 am – 5 pm, by calling 935-6053 then pressing #1. The wait times for the Clinician Help Line are shorter than for non-clinical issues. The Munson Help Desk is available 24/7.

PC Users Cautioned Against Windows 10 Upgrade

Microsoft is offering a free upgrade to Windows 10 for Windows 7 and Windows 8/8.1 computers.

We’d like to caution physician practices that you may want to wait to upgrade your computers’ operating system as many software programs, including eClinicalWorks, NextGen, Physician Web Scheduler, and programs that run on Citrix such as PowerChart, may not work properly in Windows 10.

Please consult with your software vendors and your practice’s tech support so that your systems aren’t automatically updated to Windows 10 without your approval.

PWS SCHEDULING REMINDERS

- **Patient Type = PRT**: In PWS, a reminder to ALWAYS select “PRT” for Patient Type. PRT stands for “pre-registration testing” and creates an account for the patient in our registration system.
- **Confirm Location with Patient**: As some tests are available at multiple locations, please make sure the patient knows at which location a test has been scheduled, e.g. Munson Medical Center vs. Munson Community Health Center.
- **Confirm Time of Day with Patient**: When scheduling a patient for a procedure in PWS, please make sure the patient is aware of the specific time including “am” versus “pm.” For example, if you schedule a patient for a mammogram at 9 pm, please point out that the appointment is at 9 in the evening and NOT 9 in the morning.
- **Complete PWS Questionnaires**: To help us keep your patients safe when performing a test and to confirm that the test ordered will provide the results your physicians needs to support patient care, it is important to answer ALL questions completely and accurately.

A New Face in Ambulatory Applications

Barb Slagel has joined the Ambulatory Applications team as our new First Level Support Analyst, replacing Dave Penne. Barb will start visiting practices over the next few months, and callers will start hearing her friendly voice once she has settled in.

For more on our Ambulatory Applications teams, read “Ambulatory Apps: The Team Behind Physician Offices’ EHR” on page 4.

NextGen User Group

All NextGen practices, whether hosted or not, are encouraged to attend the monthly NextGen User Group meetings. These meetings help NextGen practices prepare for future upgrades as well as provide best practices, tips, and tricks. Please contact John Rokos (jrokos1@mhc.net) to be added to the invite list.
Cancer Genetics Management in the Primary Care Setting

Saturday, October 17 | 8 am – 5:30 pm | Grand Traverse Resort

Come to a free, one-day interactive workshop for primary care providers to learn how to identify patients at high hereditary cancer risk, refer the right patients to the right providers, interpret genetic testing results, and apply genetic information to clinical management.

Michigan Dept. of Health and Human Services (MDHHS) is working with Munson Healthcare to provide this seminar followed by a year of additional cancer genetics resources for primary care providers. Munson Healthcare was specifically selected because the incidence of early onset breast cancer (diagnosis < 50 years), a risk factor for HBOC, is about 20% higher in the five counties served by Munson Healthcare than the average incidence in the state, according to Michigan Cancer Surveillance Program data.

This workshop has been approved for AMA PRA Category 1 Credits™. There is no cost to attend. Breakfast and lunch are provided.

For more information and to register visit: www.jaxge.org/workshops
Physician Welcome Reception

Meet our new medical staff and honor our retirees. Hors d’oeuvres and refreshments will be served; prize drawings will be held throughout the reception.

For more information, please contact Robin Wodek at (231) 935-5892 or rwodek@mhc.net.

Thursday, October 1, 2015 | 6 - 8:30 pm
Hagerty Conference Center
Great Lakes Campus
715 East Front Street, Traverse City

Munson Neurosurgery Program Expands

Thomas C. Schermerhorn, MD and J. Eric Zimmerman, MD to practice together

As of Sept. 1, Neurosurgeon J. Eric Zimmerman, MD, will join Munson Neurosurgery at 1221 Sixth St., Ste. 100, Traverse City. Dr. Zimmerman will practice with Thomas C. Schermerhorn, MD, to provide state-of-the-art neurosurgery to patients throughout northern Michigan. Both physicians are accepting new patients. For appointments call (231) 392-0640.

Munson Medical Center Joins Mary Free Bed Rehabilitation Network

New faces will join the Rehabilitation Services team to enhance inpatient and outpatient rehabilitative care at Munson Medical Center.

Munson Medical Center and Mary Free Bed Rehabilitation Hospital recently signed an agreement that brings Munson Medical Center into the Mary Free Bed Rehabilitation Network. The network is an innovative alliance of hospitals and providers throughout Michigan.

Mary Free Bed will now collaborate with Munson Medical Center to manage day-to-day operations of the hospital’s inpatient and outpatient rehabilitation services.

The agreement does not change ownership of Munson Medical Center’s inpatient or outpatient rehabilitation services or locations. Rehabilitation services operated by other hospitals in the Munson Healthcare system are not affected.

Mary Free Bed will employ two program directors, one for inpatient and another for outpatient services, as well as two nurse liaisons who will facilitate admissions to the inpatient unit. Physical Medicine & Rehabilitation physicians on the hospital’s medical staff, and current Munson Medical Center therapists and nursing staff, will continue to deliver care for patients.

Collaboration with Mary Free Bed Rehabilitation Network will help the medical center improve care coordination and transitions of care for patients as well as the ability to care for more patients closer to home.

100 YEARS OF CARING CELEBRATION

Tuesday, Sept. 15
5 - 7 pm
Munson Medical Center front lawn
(Along Elmwood Street near Medical Campus Drive)

Please join us as we celebrate “100 Years of Caring” at Munson Medical Center. One act of generosity by James Decker Munson, MD, in 1915 led to today’s high-quality regional medical center that benefits all of northern Michigan.

Brief remarks at 5:30 pm by Munson Healthcare President and CEO Ed Ness and Munson Medical Center President Al Pilong will be followed by a tree planting ceremony in honor of Dr. Munson and placing of a time capsule.

Enjoy cake, iced tea, and coffee and view a “100 Years of Caring” timeline while listening to the music of Jeff Haas.

Free parking is available in the parking structure along Medical Campus Drive.
Michael J. Howe, MD, has joined the staff of Munson Healthcare as specialist in cardiology and interventional cardiology. Dr. Howe practices at Traverse Heart & Vascular, and is board certified in internal medicine and cardiology.

Traverse Heart & Vascular
1200 Sixth St., Ste. 200
Traverse City, MI 49684
(231) 935-5800 phone
(231) 935-5799 fax

Yelena E. Kier, DO, has joined the staff of Munson Healthcare as specialist in hematology/oncology. Dr. Kier practices at Munson Oncology, and is board certified in internal medicine.

Munson Oncology
5041 N. Royal Dr., Ste. 2
Traverse City, MI 49684
(231) 392-8400 phone
(231) 935-0704 fax

Anthony H. Livorine, MD, has joined the staff of Munson Healthcare as specialist in diagnostic radiology and neuroradiology. Dr. Livorine practices at Grand Traverse Radiologists.

Grand Traverse Radiologists
1105 Sixth St.
Traverse City, MI 49684
(231) 935-6400 phone
(231) 935-0498 fax

For additional information, call HealthLink at (231) 935-5886 or 1-800-533-5520.