Many are comparing the shift from ICD-9 to ICD-10 to the 4010-5010 conversion. But make no mistake...this is much different. The 5010 conversion primarily affected healthcare technology systems and the burden to comply was carried by technology vendors and consultants. ICD-10 will have a deep impact on revenue and clinical efficiencies, and will require substantial effort on the part of the provider.

What is ICD-10?

ICD-10 stands for International Classification of Disease, Tenth Edition. It is the next generation of coding system that all covered entities—including providers, payers, and clearinghouses—will be required to use for diseases, signs and symptoms, abnormal findings, complaints, social circumstances, and external causes of injury or diseases.

How will ICD-10 impact your organization?

ICD-10 will apply to all providers, and compliance with the new code set regulations will be required by October 1, 2014. This new requirement will bring new processes and workflows, a need for in-depth staff training, and necessary coordination with payers and clearinghouses to ensure that everyone is on track to meet the deadline. Workflow and process changes you can expect include:

- Physicians and clinicians will need to improve their clinical documentation practices to support the more granular coding of ICD-10.
- Clinical coders will need to learn the new ICD-10 coding system and how to select appropriate codes.
- Billing personnel will need to be familiar with new business processes and codes to successfully submit claims for proper reimbursement.
- Other practice staff who manage contracting, system reporting, public health reporting, and more will also be impacted by ICD-10 and will need to be trained.

Why partner with ZirMed

- **Proven success:** 150,000 providers in the ZirMed network
- **Stable and scalable:** processes over 40 million transactions monthly
- **Cost-effective solution:** SaaS means no implementation resources or hardware needed
- **Customer focused:** Top Tier in KLAS® in 2010-2012

Ranked highest in the industry by KLAS® for how we helped clients through 5010, and highest in confidence level for ICD-10 client transition.
ICD-10 Preparations

What if your practice is not ready?

The implications of not being ICD-10 compliant by the deadline are serious:

• **Loss of revenue:** Improperly coded diagnoses and procedures will not be reimbursed. The bottom line is that claims will get rejected and revenue negatively impacted.

• **Slowdown in cash flow:** The accounts receivable cycle will increase due to the delays in reimbursement.

• **Loss of operational efficiency:** If staff is not properly trained in the new code sets ahead of time, productivity will decline as they struggle to make the transition in real time.

• **Weakening of morale:** Staff may feel challenged and unsupported in this effort.

That’s where ZirMed comes in. We’re ready for ICD-10, and we’re ready to help you.

We’ve had lots of practice in supporting our clients through regulatory changes. In fact, a KLAS® study rated ZirMed highest in the industry in client support through the 5010 conversion. Visit our website and check out our expanding list of resources:

- ICD-10 Resource Center, located in the Support and Training Center:
  - ZirMed’s ICD-10 Survival Guide
  - A calendar of ICD-10 webinars presented by ZirMed
  - Links to industry information
  - Frequently asked questions
  - ZirMed and industry ICD-10 news

- ICD-10 Survival Guide
  - Step-by-step instructions for clients
  - 8 specific phases of activities to achieve success
  - Tools and services available from ZirMed

- Webinars
- White Papers
- Training and education
- Recommended timeline to prepare for ICD-10 (see timeline on the right)

Your recommended ICD-10 timeline

<table>
<thead>
<tr>
<th>Phase 1: Internal Impact Assessment</th>
<th>March 2013—Analyze the impact ICD-10 will have on your organization and how it will impact everyone in your organization.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phase 2: External Impact Assessment</td>
<td>March 2013—Understand how ICD-10 will affect your payers, vendors, clearinghouses, and partners.</td>
</tr>
<tr>
<td>Phase 3: Baseline budget for ICD-10</td>
<td>May 2013—Figure out how much the ICD-10 transition will cost. ICD-10 will require system upgrades and training.</td>
</tr>
<tr>
<td>Phase 4: Education</td>
<td>June 2013—October 2014—Raise awareness of ICD-10 requirements; start planning formal training for personnel.</td>
</tr>
<tr>
<td>Phase 5: Business process changes</td>
<td>July–December 2013—Upgrade systems, procedures, and technologies.</td>
</tr>
<tr>
<td>Phase 6: Internal Testing &amp; Validation</td>
<td>June 2013–March 2014—Test all your business processes and IT systems. ICD-10 codes must work in all aspects of your organization.</td>
</tr>
<tr>
<td>Phase 6: External Testing &amp; Validation</td>
<td>September 2013–September 2014—Test your transactions and medical claims with your Trading Partners.</td>
</tr>
<tr>
<td>Phase 7: Coder/Biller Formal Training</td>
<td>January–September 2014—Train the staff 6-8 months before the deadline.</td>
</tr>
<tr>
<td>Phase 8: Transition Plan</td>
<td>May 2014 and beyond—Follow-up and evaluation.</td>
</tr>
</tbody>
</table>

About ZirMed

Founded in 1999, ZirMed is one of healthcare’s premier health information connectivity and management solutions companies. ZirMed combines innovative software development with the industry’s most advanced transactional network and business analytics platform to give organizations a clearer view of their financial and operational performance. ZirMed’s industry-leading technology and client support have been recognized as Best in KLAS® in 2010 & 2011—modernizing critical connections between providers, patients, and payers to improve the business and process of healthcare. Our nationwide network facilitates, manages, and analyzes billions of healthcare transactions, driving bottom-line performance with clinical communications, comprehensive analytics, eligibility, claims management, coding compliance, reimbursement management, and patient payment services—including credit card processing, online payments, statements, estimation, and payment plan management. For more information about ZirMed, visit www.ZirMed.com.