Talking to Your Vendors About ICD-10: TIPS FOR MEDICAL PRACTICES

Start the Conversation with Your Vendors

1. Talk with your vendors now to be sure that you can count on them to:
   - Have fully functional, compliant products and services ready in plenty of time to allow for thorough ICD-10 testing
   - Help you avoid potential reimbursement issues and interruptions to workflow

Your vendors will need to have products and services on a schedule that allows adequate time for you to conduct testing.

2. Ask your vendors to establish a comprehensive approach that will deliver compatible products when you need them. Points to consider discussing with your vendors include:
   - System upgrades/replacements needed to accommodate ICD-10
   - Costs involved and whether upgrades will be covered by existing contracts
   - When upgrades or new systems will be available for testing and implementation
   - Customer support and training that they will provide
   - How their products and services will accommodate both ICD-9 and ICD-10 as you work with claims for services provided both before and after the transition deadline for code sets

ICD-10 Resources

The CMS website has official resources to help you prepare for ICD-10. CMS will continue to add new tools and information to the site throughout the course of the transition.

Official CMS Industry Resources for the ICD-10 Transition

www.cms.gov/ICD10

3. Talking to your vendors now about ICD-10 will help ensure that your transition goes smoothly.