



Talking to Your Customers About ICD-10: Tips for Software Vendors

The ICD-9 code sets used to report medical diagnoses and inpatient procedures will be replaced by ICD-10 code sets.

Your health care customers will look to you for new and upgraded products to support their transition from ICD-9 to ICD-10 medical coding. The transition is mandated for all your customers covered by the Health Insurance Portability and Accountability Act ([HIPAA](#)).

Talk to your customers about your implementation plans to ensure that their ICD-10 transition goes smoothly and on schedule. Allow adequate time for customers to conduct rigorous internal and external testing of your products. Testing is estimated to take up to 19 months.

Your customers need to know that:

- They can count on your products being compliant and fully functional
- They will not have to worry about potential reimbursement issues or interruptions to workflow

Talking with Your Customers

Coordinate implementation timelines based on your customers' needs, and establish a comprehensive approach that will deliver compatible products. As you contact your customers, consider discussing the following:

- Coordination of their internal transition plan with product implementation
- Systems 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 you will provide
- How your products will accommodate both ICD-9 and ICD-10 as your customers work with claims for services provided both before and after the transition deadline for code sets

Talking to your customers now about ICD-10 will help you maintain strong business relationships throughout the transition.

ICD-10 Resources

There are many professional and trade associations offering ICD-10 information, educational resources, and checklists. Call or check the websites of your associations and other industry groups to see what resources are available.

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. Visit www.cms.gov/ICD10.

This fact sheet was prepared as a service to the health care industry and is not intended to grant rights or impose obligations. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations, and other interpretive materials for a full and accurate statement of their contents.

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