



HealthCare
Solutions

Workshop 2.01

Transactions and Code Sets: The Unfinished Business Contingency Planning

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Contingency Planning

What If We Are Not Ready?

1st, Let's Do What We Can

- CMS Enforcement
- Test-Test-Test AND Certify
- Checklists
- Dependencies
- Best Practices
- Contingency Planning



There are two kinds of truth,
small truth and great truth.

You can see a small truth
because its opposite
is a falsehood.

The opposite of a great truth
is another great truth.

Niels Bohr

From

A Whack on the Side of the Head

Roger von Oech



CMS Enforcement

- **The softer side of HHS (2003)**
 - Reasonable
 - Technical Assistance
 - Intervention from Regional CMS
 - Yet to be published Enforcement protocols

Test-Test-Test AND Certify

- **Internal**
 - **Component item (Unit)**
 - **Application (System)**
 - **System (User Accept)**
 - **Workflow (end-to-end)**
- **External**
 - **CE specifics**
 - **Streamlined moving toward seamless**
- **Operational procedures as well as formats and content**



Checklist Questions - Payer

- ✓ Will multiple formats be allowed from a trading partner during the transition?
- ✓ How long will this capability be available on a 'need to use' basis after October 2003?
- ✓ Have you changed connectivity protocols? Informed trading partners?
- ✓ Are there defined 'phase in' strategies?
- ✓ What are your specific LOB reqs?
- ✓ Back to basics: have you included tests of quarterly and annual cycles yet?

Checklist Questions - Provider

- ✓ **Do you really have the latest HIPAA compliant version?**
- ✓ **Has your vendor, clearinghouse, BA certified this version? With whom?**
- ✓ **Are their tested payers your mission critical payers? Consider LOB.**
- ✓ **Will your vendor, clearinghouse, BA enable/support your testing?**
- ✓ **Exactly what does the HIPAA compliant version NOT include? What are your options?**
- ✓ **Are there more versions required to have all transactions capability (COB)?**

Checklist Questions - Vendor

- ✓ **What version is your customer *really* using?**
- ✓ **What installation check are you requiring to assure upgrades are successful?**
- ✓ **Have you certified your product?**
- ✓ **Are you recommending that your customers certify?**
- ✓ **Are you supporting your customers need to perform interface tests? Tests with their mission critical partners?**

Checklist Questions - Clearinghouse

- ✓ Are you testing with each Payer?
- ✓ Are you testing with each Provider?
- ✓ Are you testing with other Clearinghouses?
- ✓ How many must be tested; How many have tested?
- ✓ How long does each take?
- ✓ Are you supporting your customers need to test with their mission critical partners?
- ✓ What observations can you share with those yet-to-test from approaches taken that are successful?

Dependencies

- **Don't be the weakest link**
 - **Communicate openly, honestly, often**
 - **Collaborate**
- **Failure will not be singular**





Best Practices Considerations

- **'Hands off' testing available among CEs**
- **Use of production programs in test cycles for actual results**
- **'Migrate' the workload to new TCS rather than cut-over**
- **Business processes need to be addressed, it is not just syntax**
- **Streamlined error correction, not just the original submission**
- **Build test systems to last (internal thru external) – we will need them annually**

Cash Flow *Brown-Out*

- *If you cannot determine good versus bad performance, any will do...*

Alice in Wonderland variation

- *Bad news early is good news...*

Shamelessly stolen from Empire BCBS

- **Assure yourselves with performance tracking**

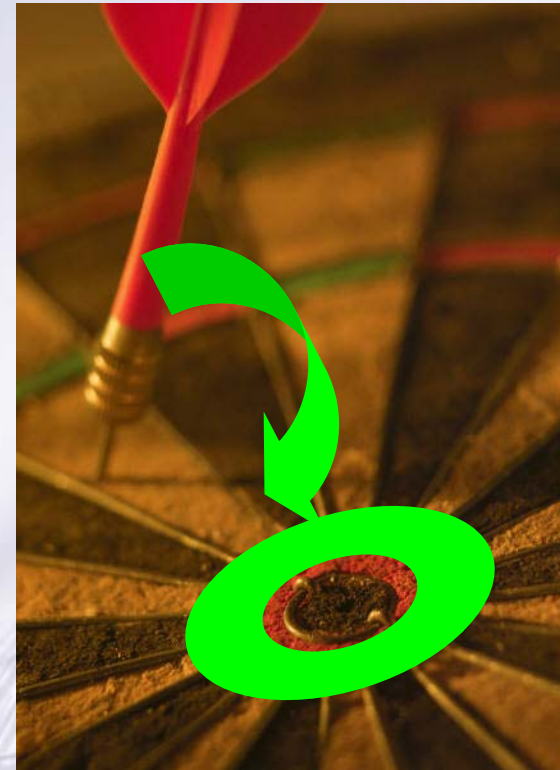


Contingency Planning

- **What if scenario development**
- **Where are your weakest links, greatest risks**
 - **Formats and content**
 - **Throughput**
 - **Access**
 - **Competing projects**
 - **Conflicting project**
 - **Protect the cash flow: claim, remittance, error recognition and correction**

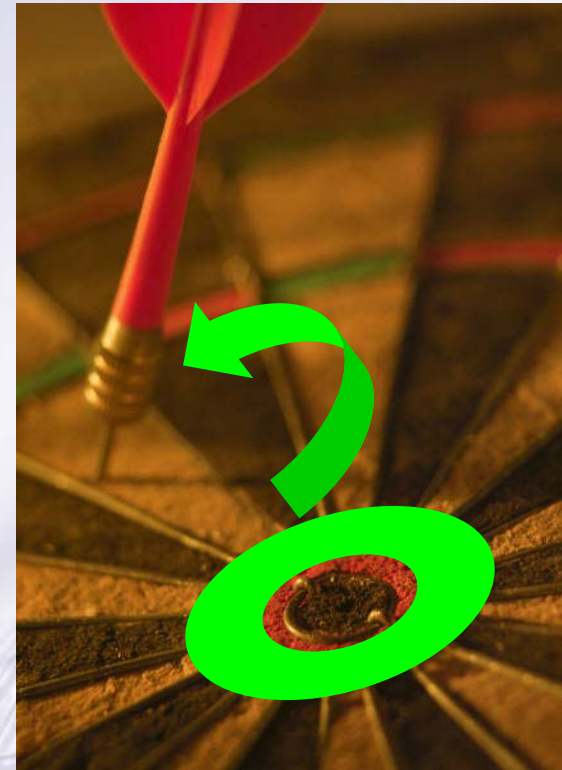
Contingency Planning

- **What is your baseline today? It represents the efficiencies you've been able to achieve**
- **It will change.**
- **How will you measure ROI? How will you measure success?**



Contingency Planning

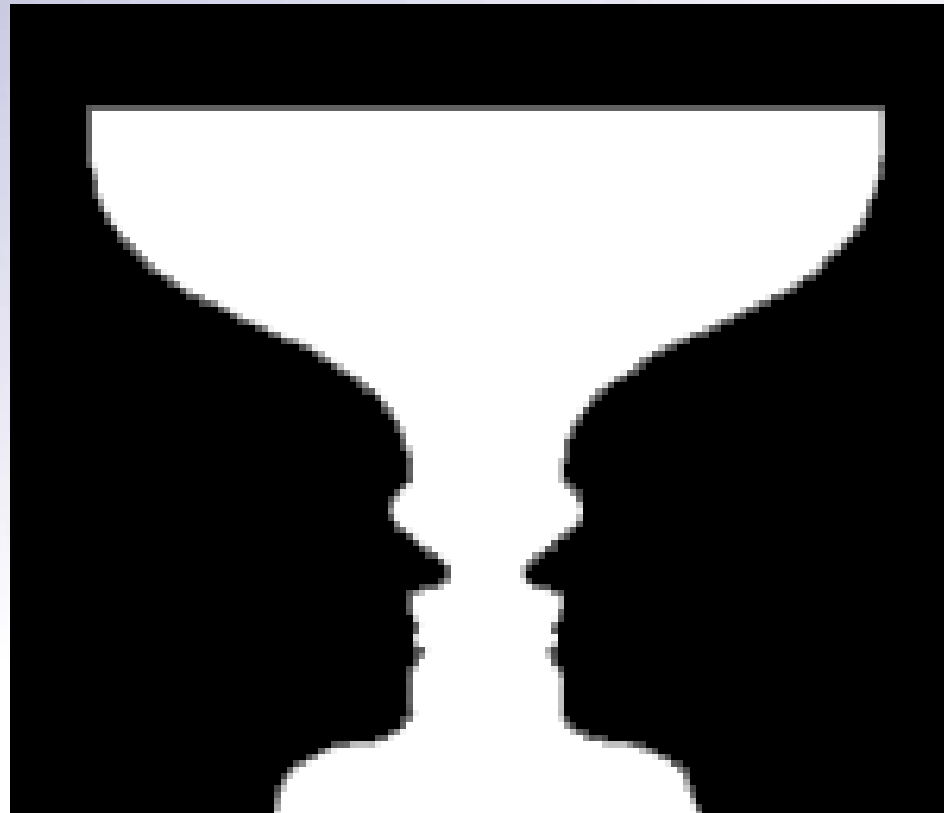
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