

Case Study



ICD-10

Impact Analysis for a multi-state leading healthcare organization in the US

Abstract

Infosys helped a leading healthcare payer to review and assess the transition to ICD-10 code systems. Leveraging the iTransform™ product suite to complete the engagement, the team mostly automated the analysis thereby saving the client 80 % in cost and 50% in schedule vis-à-vis manual assessment.

The Client

The client is a leading provider of health care, dental, pharmacy, group life, disability, and long-term care insurance in the United States.

Business Need

The client currently complies with the ICD9 version (9-CM) of ICD (International Classification of Diseases) coding scheme for claims processing and actuarial services. However, based on the NPRM issued by Department of HHS (Health and Human Services), the client needed to be compliant with ICD10-CM and ICD10-PCS, by October, 2014.

To prepare for ICD10 transition and comply with the regulation, the client intended to review and assess the impact of the transition to systems, applications, reports, interfaces and associated business processes. Hence, the client wished to conduct a complete system impact assessment for all the enterprise applications for ICD9 to 10 conversions. The impact assessment needed to be completed at the earliest to enable the client review, assess and plan towards achieving the compliance.

Infosys Solution

Infosys extensively used their ingenious automated iTransform™ Product Suites Code Base Analyzers for evaluating the ICD10 impact in the application code base. The team also evaluated the impact assessment reports and provided remediation estimate for all the impacted applications.

The key challenges and response to them have been summarized in the table below:

Challenge	Mitigation Strategy
Limited availability of SME's	Use of custom Questionnaire for identification of ICD 9-10 impacted application helped use the SME effort effectively
Inventory spanning multiple domains	The team leveraged the extensive analysis of changes in ICD10 and configured the iTransform Impact analyzer to auto analyze the code bases
Interfaces and application code bases not supported through automation	The non supported interfaces and application code base were manually analyzed and impact reports generated to supplement the tool based analysis

Benefits Delivered

Following were the benefits delivered out of the engagement:

- 50% reduction in schedule vis-à-vis manual assessment
- 80% cost savings vis-à-vis manual assessment
- The assessment helped the insurer determine budgetary dollar requirements for the program over the next 3 years
- 90% of the code bases were analyzed using various automated code base analysis tools which generated the impact reports at source code level and provided high level estimations at application level.
- Conducted seminars to educate ICD10 impact report usage at an application level



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