CASE STUDY

A Blue Cross Blue Shield Plan
ICD-10 Mapping Simplification & Business Rule Transition with Infosys iTransform™ Product

The Client

A BlueCross BlueShield Plan, part of a family of companies that finances and delivers health care services and long term care insurance.

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Business Situation

By October 1, 2014, healthcare organizations covered by the Health Insurance Portability and Accountability Act (HIPAA) are required to use the International Classification of Diseases - 10 (ICD-10) for all business transactions that contain any diagnosis or procedures information. The transition exercise is a complex process. Realizing success with the ICD-10 transition requires healthcare organizations to adopt a solution that can help them gain business agility, lower the transition risk, reduce cost and effort, and innovate for market differentiation.

As part of the ICD-10 migration program, the client wanted to create ICD-9 to 10 custom maps by overriding the CMS General Equivalence Mappings (GEMs), which could help them convert their existing ICD-9 based business rules and clinical policies to clinically equivalent ICD-10 codes. The client also sought a solution that would not only simplify the mapping complexities but also help maintain the maps created in a common repository for enterprise-wide use and easy reference across their business units. The client engaged Infosys Public Services (Infosys) to incorporate its proprietary iTransform™ product into its healthcare management portfolio to ensure a clinically accurate transition of the existing ICD-9 based business rules to ICD-10.

Infosys Solution

Infosys worked with the client from a very early stage to determine their transition approach, strategy and challenges. To define the right solution, Infosys conducted proper due-diligence through proof-of-concepts and workshops involving the program leaderships and end-users. This helped Infosys articulate the product fit and customization required to best suit the business needs, automate the code translation exercise, and address all crosswalk requirements at the enterprise level seamlessly. Along with the product implementation, Infosys also helped the client with necessary training and support to ensure a hassle free transition with least disruption to business continuity.

Infosys iTransform™ product components implemented for ICD-10 transition helped the client with the following capabilities:

- iTransform™ Code Helper, a comprehensive knowledge repository of ICD-10 codes, helped end-users in easy understanding of the detailed and diversified new coding system. The component provided accurate knowledge of each character definition of the ICD-10 codes, its increased granularity, laterality, specificity, associated coding guidelines etc., which were pre-requisites for defining the correct ICD-10 mapping.

- iTransform™ Mapping+ component was leveraged to evaluate the CMS GEMs and override these to establish necessary business specific custom maps. The direction agnostic and group mapping functionality of the product helped business users in determining the right ICD-10 codes for clinically appropriate translation of the business rules. The robust rules engine contributed significantly in automating the mapping process. The code management feature further eased the maintenance of the mapped code sets.

Business Value

Implementing Infosys' iTransform™ product and services for ICD-10 mapping delivered several key business benefits to the client:

1

Accurate mapping
Well-defined framework, robust rules engine, ability to analyze and override GEMs and tight governance process helped develop clinically accurate ICD-9 to 10 mapping and vice-versa

2

Reduced coder training effort and increased proficiency
Through easy-to-use, self-learning training component

3

Reduction in project cycle time and fast-track compliance
Through automated one-shot conversion of a range of ICD-9 codes in the business rules to clinically equivalent ICD-10 codes

For more information, contact askus@infosys.com

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