



ICD-10 Readiness

Vitera Medical Manager FAQs

1. Which version of Vitera Medical Manager supports ICD-10?

Vitera Medical Manager version 12 fully supports ICD-10 and is preloaded with the full ICD-10 code set from the Centers for Medicare & Medicaid services (CMS). Customers on earlier versions of Medical Manager should upgrade to version 12 in order to prepare for ICD-10.

2. How does Medical Manager help me with the ICD-10 transition?

Medical Manager v12 includes the following features and functionalities to assist you with your ICD-10 transition:

- The complete ICD-10 code set from CMS
- ICD-10 Code Search Engine
- Changeover Date Management
- Tools for mapping
- Pre-Bill Work List Utility

3. What if we choose not to upgrade to version 12?

You will be able to enter and bill ICD-10 codes in Vitera Medical Manager v11. However, mapping tools, enhanced code search, ICD-10 code set and code validations are only available in Vitera Medical Manager v12.

4. How do I request my upgrade to version 12?

You can request your upgrade by contacting your Vitera account representative at 877-932-6301, option 1. You may also request your upgrade through the Vitera Support Center. Simply log in and select the "Request an Upgrade" option under the Quick Links menu.



5. Are there any costs associated with upgrading to version 12?

Customers in good standing with their active support and maintenance contracts will receive the upgrade at no additional cost. However, there may be additional fees associated with the Professional Services components.

6. What is the estimated time frame to receive my upgrade to version 12?

The upgrade process can vary depending on your current version, hardware, system configuration, number of databases and interfaces. Once Vitera receives your upgrade request, your account representative will be able to assess your system and provide you with an estimated time frame for your upgrade.

We highly recommend that you take action now and request your upgrade today. You can request your upgrade by contacting your Vitera account representative at 877-932-6301, option 1. You may also request your upgrade through the Vitera Support Center. Simply log in and select the "Request an Upgrade" option under the Quick Links menu.

7. Are there additional hardware requirements to upgrade to version 12?

The hardware requirements for Medical Manager v12 are available in the System Requirements document in the Vitera Support Center content library. Once Vitera receives your upgrade request, your account representative will be able to assess your system and discuss your upgrade options.

We highly recommend that you take action now and request your upgrade today. You can request your upgrade by contacting your Vitera account representative at 877-932-6301, option 1. You may also request your upgrade through the Vitera Support Center. Simply log in and select the "Request an Upgrade" option under the Quick Links menu.

8. We have a third party interface. What do we need to do to ensure ICD-10 readiness?



In addition to upgrading your system to Vitera Medical Manager v12, a review of your third party interface is required. For Vitera supported interfaces, you may request an interface review by contacting your Vitera account representative at 877-932-6301, option 1.

9. When can I start using ICD-10 codes in my system?

Vitera Medical Manager v12 allows you to control when ICD-10 codes are used in your system. The default date for ICD-10 codes to appear in the diagnosis code search window is Oct. 1, 2014 but you have the flexibility to change the date as needed. This feature allows your staff to practice using ICD-10 codes before the required transition date.

10. How do I manage the changeover date for my insurance plans, including those plans that may not be ready for ICD-10 on Oct. 1, 2014?

Vitera Medical Manager v12 comes with a utility to assist you with managing the ICD-10 changeover date for your plans. As part of the upgrade, all your existing insurance plans will default to a changeover date of Oct. 1, 2014. However, you have the option to change the date at the payer level, which gives you the flexibility you need to manage your unique payer mix.

11. How do I get the ICD-10 code set in my system, including future updates?

Vitera Medical Manager v12 comes with the complete ICD-10 code set from CMS. As part of the upgrade, your system will import the ICD-10 codes that map to the existing ICD-9 codes in the system. You can add additional ICD-10 codes anytime from the master ICD-10 code file to the imported ICD-10 code maintenance file.

Future updates to the ICD-10 code set will be delivered via Remote Monitoring System (RMS). RMS will also allow you to receive future software updates quickly over the Internet, eliminating the need for manual installation.



12. How will ICD-10 codes be used for dates of service on or after Oct. 1, 2014, while using ICD-9 codes for earlier dates of service?

Vitera Medical Manager v12 assists users with selecting the right ICD code set. To assist you in charge posting, warning messages will appear to highlight when the incorrect code set has been used.

Version 12 will also provide an extra layer of validation before running your billing. The new pre-bill work list will allow you to view claim error details, access additional error information and fix errors — all in one location.

13. How long will the dual use of ICD-9 and ICD-10 codes be supported?

Dual use of codes will be supported for as long as the practice needs support for both code sets.

14. How do I search for specific codes now that I have ICD-9 and ICD-10 codes in my system?

The code search engine has been enhanced, allowing you to simply enter a word or phrase when searching. The improved search engine will also search in both the short and long descriptions of the ICD-10 code, providing more search findings.

Medical Manager v12 also includes a diagnosis code version toggle, which allows you to refine your search to ICD-9 or ICD-10 codes only — permitting you to search in the manner that makes sense to you.

15. How do I manage my ICD-9 and ICD-10 codes?

Diagnosis Code Maintenance enables users to add, edit, deactivate and delete codes as needed.

16. Will Medical Manager v12 assist with mapping?



Vitera Medical Manager v12 includes the General Equivalency Mapping (GEM) from CMS, which provides a mapping from an ICD-9 code to potential ICD-10 codes. By using the GEM, version 12 will present the user a short list of ICD-10 codes to select from.

Using the reimbursement map, Medical Manager enables practices to use ICD-10 codes in their system yet continue to send ICD-9 codes to outside entities such as insurance companies. This reimbursement map provides a mapping from ICD-10 to ICD-9 that should result in an equivalent reimbursement amount. If practices adopt ICD-10 early (before the industry date) they can use ICD-10 codes and Medical Manager will automatically send the corresponding ICD-9 code.

17. What happens to the existing data in my system that contains ICD-9 once I transition to ICD-10?

We anticipate that ICD-9 historical data will not be impacted by the transition.

18. What customer support and training will Vitera provide?

Vitera will provide product specific training through user documentation, online training and ICD-10 toolkits. Our customer support technicians and the Vitera Support Center will continue to provide support for all versions of Medical Manager.

19. What type of testing is currently available and what do I need to do to participate?

End-to-end testing is still being defined within the industry across practices, vendors and payers. Vitera is participating in the HIMSS/WEDI ICD-10 national pilot program and is closely monitoring early testing options. We have also begun testing with our trading partners and Vitera Transaction Services (VTS).



If your organization has a test server or a test dataset, you can participate in Vitera's ICD-10 pilot program using Vitera Medical Manager v12. If you're interested in participating in our pilot program please contact your account representative at 877-932-6301, option 1.

20. Who do I contact if I have more questions about ICD-10 and Medical Manager v12?

To request an upgrade or learn more about Medical Manager v12, please contact your Vitera account representative at 877-932-6301, option 1. Vitera representatives have been trained to make your upgrade to version 12 as easy as possible.

Vitera also has created a library of resources to help answer your ICD-10 questions. Log in to the Vitera Support Center and click on "Regulatory Readiness" to browse our resources.