

October 2015

Anthem Workers' Compensation ICD-10 Readiness Statement

Anthem Workers' Compensation strives to be an industry leader in meeting the requirements of all mandates, including the implementation of the ICD-10 code set. We recognize that this implementation represents a transformation of the health care industry, and impacts nearly every part of our business.

Our implementation strategy began with establishing teams representing all business and technology functions throughout our organization, who researched issues, assessed systems, reviewed business processes and educated our associates and affiliates about this critical implementation.

Since the ICD-10 initiative began in 2010, Anthem Workers' Compensation has made great progress toward ICD-10 readiness. Our accomplishments include:

- Our customer service units and e-Solutions support team have been trained and are very well prepared to support ICD-10 related inquiries. Our clinical staffs, operations associates, sales associates and others have received targeted training on ICD-10 fundamentals, coding and system-specific courses.
- All system development and implementations, business configuration and content type changes, and internal testing have been completed. We have successfully implemented the necessary updates of our systems, supporting business processes, policies and procedures without interruption to day-to-day business operations. Our vendors' interfaces and extracts are also ICD-10 compliant.
- External testing was conducted successfully.

Through testing we have verified that we are capable of performing the day-to-day pricing functions for providers / resellers:

- Accepting and processing electronic claims/bills files containing ICD-10 codes.
- Accepting and processing ICD-10 diagnosis and inpatient procedure codes for claims/bills with date(s) of service / date (s) of discharge on or after October 1, 2015.

Supporting Our Providers / Resellers

Anthem Workers' Compensation is committed to a seamless transition of its operations and has worked to help ensure a positive experience for providers / resellers. We have been very active in the industry and in the provider / reseller community encouraging them to prepare for ICD-10 by engaging in provider / reseller education, training and awareness.

The current operational processes to resolve and escalate issues will not change with the ICD-10 implementation. However, Anthem Workers' Compensation will be closely monitoring the post-implementation experience and the data from the monitoring will be used to address changes to the existing processes, as appropriate.

Should providers / resellers experience any ICD-10 related issues or have concerns, they should reach out to Anthem Workers' Compensation using their normal channels of communication.