



HBMA 5010 READINESS SURVEY – #2

1. Did you participate in the prior 5010 Readiness Survey?

Yes	30	38%
No	31	40%
Not sure/don't recall	17	22%
Total	78	100%

2. Please describe your billing software system. NOTE: if you use more than one billing system, please complete the survey for EACH system.

Commercial software product – in my office	40	53%
Commercial software product – ASP	18	24%
Proprietary software	15	20%
Other, please specify	3	4%
Total	76	100%

Other Responses...

- Clearinghouses
- CPU
- TRITECH EMS

3. If you use a clearinghouse, please identify which one(s) you use, in order of usage (primary, secondary, tertiary, etc.).

PRIMARY

1. Emdeon	= 16	9. BCBSM	= 2
2. Capario	= 10	10. Claim Logic	= 2
3. Gateway	= 8	11. GE/IDX	= 2
4. Availity	= 6	12. Relay Health	= 2
5. Office Ally	= 6	13. Allscripts	
6. Zirned	= 5	14. Cerner	
7. RealMed	= 4	15. Claimremedy	
8. McKesson	= 3	16. Compusystems	

- 17. ENS
- 18. MCBSM
- 19. Navicare

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- 20. Post n Track
- 21. Trailblazer Health
- 22. UHIN

+ 12 = 76

SECONDARY

- 1. Emdeon = 5
- 2. Zirmed = 3
- 3. Availity = 2
- 4. eCommerce = 2
- 5. Ingenix = 2
- 6. Office Ally = 2
- 7. All Scripts
- 8. BCBSM
- 9. Capario
- 10. Claim Logis

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- 11. EDI
- 12. Gateway
- 13. IHCFA
- 14. Instamed
- 15. Medavant
- 16. Medicare
- 17. Navicare
- 18. Post n Track
- 19. Relay Health

+9 = 29

TERTIARY

- 1. Emdeon = 2
- 2. Payerpath = 2
- 3. Ability (VisionShare previously)
- 4. Capario

- 5. Claim Remedi
- 6. McKesson
- 7. Relay Health

4. How many different specialties does your organization support?

- 1. 1 = 8
- 2. 2 = 9
- 3. 3 = 4
- 4. 4 = 2
- 5. 5 = 8
- 6. 6 = 5
- 7. 7 = 3
- 8. 7+
- 9. 8 = 7
- 10. 8-10 = 2
- 11. 9 = 4
- 12. 10 = 5
- 13. 10+
- 14. 11
- 15. 12 = 3
- 16. 15 = 2
- 17. 19
- 18. 20
- 19. Over 20 = 2
- 20. 21
- 21. 24
- 22. 25
- 23. Over 25
- 24. 40+
- 25. 100
- 26. Many
- 27. Several

5. Will a system upgrade be required in order to comply with the new 5010 requirements?

Yes	51	65%
No	22	28%
Not sure	<u>6</u>	<u>8%</u>
Total	79	100%

6. Has your system's 5010 upgrade been completed?

Yes	27	47%
No	<u>30</u>	<u>53%</u>
Total	57	100%

7. When is your system's 5010 update scheduled?

Q3 2011 (July – September)	5	17%
Q4 2011 (October – December)	21	70%
Unknown	<u>4</u>	<u>13%</u>
Total	30	100%

8. When was your system's 5010 update completed?

2010	4	15%
Q1 2011 (January – March)	3	11%
Q2 2011 (April – June)	5	19%
Q3 2011 (July – September)	<u>15</u>	<u>56%</u>
Total	27	100%

9. Has your organization or vendor tested the 5010 upgrade?

Yes	41	84%
No	5	10%
Don't know/not sure	<u>3</u>	<u>6%</u>
Total	49	100%

10. When did you begin testing? (first test with any insurer)

Q1 2011 (January – March)	8	20%
Q2 2011 (April – June)	11	28%
Q3 2011 (July – September)	<u>21</u>	<u>52%</u>
Total	40	100%

11. When was/is your 5010 testing scheduled to begin?

June – 2011	13	17%	17%
July – 2011	5	7%	24%
August – 2011	12	16%	40%
September – 2011	21	28%	68%
October – 2011	10	13%	81%
November – 2011	4	5%	86%
December – 2011	2	3%	89%
Unknown	9	12%	101%
Total	76	100%	

12. Does your organization utilize direct connections for payor connectivity?

Yes	42	53%
No	37	47%
Total	79	100%

13. If your organization or vendor utilizes a direct connection with Medicare, list all MACs and Carriers that apply:

- | | |
|---------------------------------|---------------------------|
| 1. Administar Federal | 23. J4 |
| 2. AL | 24. J6 |
| 3. All | 25. KS |
| 4. AZ | 26. KY |
| 5. BCBS FL | 27. LA |
| 6. CA | 28. Medicare 14 |
| 7. Cahaba = 3 | 29. Medicare Railroad |
| 8. CGS = 2 | 30. Medicare/ Trailblazer |
| 9. CO | 31. MO |
| 10. First Coast Service Options | 32. MS |
| 11. FL | 33. MS |
| 12. GA | 34. NC |
| 13. GBA | 35. NGS = 3 |
| 14. Highmark Medicare = 2 | 36. NO |
| 15. IL Medicaid | 37. Noridian Medicare = 2 |
| 16. J10 | 38. Ohio Medicare |
| 17. J11 | 39. Palmetto = 3 |
| 18. J12 | 40. Palmetto GBA = 3 |
| 19. J13 | 41. Palmetto GBA Part B |
| 20. J14 | 42. Palmetto GBA Railroad |
| 21. J15 | 43. Palmetto NY Empire |
| 22. J3 | 44. SC |

- | | |
|----------------------------|-------------------------------|
| 45. TN | 51. WPS J5 |
| 46. Too many to list | 52. WPS Medicare |
| 47. Trailblazer Health = 2 | 53. WPS Part B Legacy |
| 48. TX | 54. WPS Pinnacle Railroad AFS |
| 49. WPS | 55. WPS Railroad Medicare |
| 50. WPS BCBS IL | |

14. If your organization or vendor utilizes a direct connection with Medicaid, list each State and /or Medicaid Carrier Plan (HMO, etc):

- | | |
|------------------|--------------------------------|
| 1. AL | 23. MI Medicaid Champs |
| 2. AR | 24. MN |
| 3. AR | 25. MO = 4 |
| 4. AZ = 2 | 26. MS = 4 |
| 5. CA = 4 | 27. N/A = 2 |
| 6. CA Medi – Cal | 28. NC = 3 |
| 7. CO = 4 | 29. ND |
| 8. eMed NY | 30. NH |
| 9. FL = 3 | 31. NM Medicaid |
| 10. FL Medicaid | 32. NY |
| 11. GA = 4 | 33. NY – Computer Science Corp |
| 12. GA Medicaid | 34. OH Medicaid = 2 |
| 13. IA | 35. Ok |
| 14. IA Noridian | 36. OR Medicaid |
| 15. IL = 3 | 37. PA |
| 16. IN = 2 | 38. SC = 2 |
| 17. KS = 4 | 39. TN = 2 |
| 18. KY = 4 | 40. Too many to list |
| 19. LA | 41. TX = 2 |
| 20. MA | 42. VI |
| 21. ME | 43. WI = 2 |
| 22. MI | |

15. If your organization or vendor utilizes a direct connection with Blue Cross/Blue Shield, list each State and/or Company:

- | | |
|--------------------------------|-----------------------|
| 1. 40 states | 8. AZ = 2 |
| 2. AL = 2 | 9. BCBC of NM |
| 3. Anthem = 4 | 10. BCBS Michigan - 2 |
| 4. BCBS | 11. BCBS of AL |
| 5. Blue Cross of Calif Regence | 12. BCBS of TX |
| 6. AR | 13. BCBSDE |
| 7. Availity = 2 | 14. BCBSM |

- | | |
|--------------------------------|-----------------------------|
| 15. Blue Cross of California | 31. MO = 2 |
| 16. CA = 4 | 32. MS = 4 |
| 17. CO = 3 | 33. N/A = 2 |
| 18. FL = 3 | 34. NC = 2 |
| 19. GA = 4 | 35. ND |
| 20. Highmark | 36. New York - Empire BCBS |
| 21. Highmark Blue Shield in PA | 37. Ohio |
| 22. IA | 38. Oregon BCBS |
| 23. IL = 4 | 39. SC = 2 |
| 24. Indiana | 40. TN = 2 |
| 25. KS = 3 | 41. Too many to list |
| 26. KY = 2 | 42. TX |
| 27. LA | 43. Wellmark |
| 28. MA | 44. Wellmark (EC Solutions) |
| 29. MI = 2 | 45. WI |
| 30. MN | |

16. If your organization or vendor utilizes a direct connection to other payors, please specify:

- | | |
|--|--------------------------------|
| 1. Aetna = 4 | 14. Numerous |
| 2. Aultcare | 15. Palmetto GBA - Medicare |
| 3. BCN | 16. Palmetto GBA - RR Medicare |
| 4. CA Medicare Claims | 17. Partnership Health Plan |
| 5. Cigna = 3 | 18. Priority Health = 2 |
| 6. Emdeon | 19. Railroad |
| 7. Family health partners | 20. RR Medicare |
| 8. Greater Chicago Medical Association | 21. Trailblazers |
| 9. HAP | 22. Tricare |
| 10. HAP Aetna | 23. UHC |
| 11. Health Plus | 24. United Health = 3 |
| 12. JVHL | 25. Web based connection |
| 13. N/A = 4 | 26. WPS |

17. Has your organization or vendor commenced testing for your direct connections?

Yes	26	62%
No	16	38%
Total	42	100%

18. Indicate if your organization or vendor has commenced testing with Medicare and list all MACs and Carriers that apply:

1. Administar Federal
2. CA
3. Cahaba GBA
4. California Palmetto GBA
5. Capario
6. CGS
7. CO = 2
8. Highmark Medicare = 2
9. J10
10. J4
11. J6
12. KY
13. Medicare CA
14. Most all
15. My Vendor has started testing in various states, I am unsure which ones. My state California is not one of them.
16. New York Empire NGS
17. NO
18. Noridian Medicare - yes, passed
19. Palmetto Medicare - not started
20. PalmettoGBA
21. SC
22. Southern CA
23. TN
24. Trailblazer Health = 2
25. TX tested
26. WPS J5 (IA)
27. WPS Medicare – approved for production
28. WPS Part B Legacy (IL, MN, WI)
29. WPS PINACLE
30. Yes = 2
31. Yes, we are direct testing but the files are not passing the tests. GA, FL, AL, MS, LA, TN, MO, KS, CO, CA, KY, SCGA, FL, AL, MS, LA, TN, MO, KS, CO, CA, KY, SC

19. Indicate if your organization or vendor has commenced testing with Medicaid and list each State and/or Medicaid Carrier Plan (HMO, etc):

1. CA and CO Medi-Cal/Caid say they will not be ready to test until October or November
2. Georgia
3. Have tried repeatedly. Very few ready. Testing very time consuming and tedious.
4. IL
5. IN
6. KS
7. MO
8. AR
9. KY
10. Medicaid Managed Care is through BCBSM clearinghouse and that testing hasn't begun
11. MI
12. Michigan Medicaid testing in process through Netwerkes.
13. My Vendor has started testing in various states, I am unsure which ones. My state California is not one of them
14. N/A
15. No = 7
16. Ohio Medicaid
17. Testing pending
18. Yes, we are direct testing but the files are not passing the tests. GA, FL, AL, MS, LA, TN, MO, KS, CO, CA, KY, SCGA, FL, AL, MS, LA, TN, MO, KS, CO, CA, KY, SC

20. Indicate if your organization or vendor has commenced testing with Blue Cross/Blue Shield and list each State and/or Company:

- | | |
|---|--|
| 1. Anthem = 3 | 11. N/A |
| 2. ARBCBS | 12. NCBCBS |
| 3. BCBS of AL | 13. No = 5 |
| 4. Blue Cross of California | 14. Ohio |
| 5. CENTRAL | 15. Test files out to IA, waiting for confirmation and test results. |
| 6. Highmark BCBS for DE, PA, MD | 16. WIBCBS |
| 7. MIBCBS | 17. Yes, we are direct testing but the files are not passing the tests. GA, FL, AL, MS, LA, TN, MO, KS, CO, CA, KY, SCGA, FL, AL, MS, LA, TN, MO, KS, CO, CA, KY, SC |
| 8. Most all of them | |
| 9. Most states tested. Few ready for production | |
| 10. My Vendor has started testing in various states, I am unsure which ones. My state California is not one of them | |

21. If your organization or vendor has commenced testing with other payors, please specify:

- | | |
|--------------------------|---|
| 1. Emdeon = 3 | 10. N/A |
| 2. No = 3 | 11. Partnership Health Plan |
| 3. Aetna = 2 | 12. They have commenced testing with major commercial payers. |
| 4. Cigna = 2 | 13. Through our clearinghouse |
| 5. Priority Health = 2 | 14. Tricare |
| 6. United Healthcare = 2 | 15. Unknown |
| 7. Clearinghouses | |
| 8. HEALTH | |
| 9. JVHL | |

22. Are you scheduled to test with those direct payors that your organization or vendor has yet to commence with 5010 testing?

Yes	16	38%
No	16	38%
Not sure	10	24%
Total	42	100%

23. When was/is testing scheduled to begin with the first one?

June – 2011	2	12%	12%
July – 2011	1	6%	18%
August – 2011	2	12%	30%
<u>September – 2011</u>	<u>7</u>	<u>44%</u>	<u>74%</u>
October – 2011	3	19%	93%
November – 2011	1	6%	99%
December – 2011	0	0%	
Unknown	<u>0</u>	<u>0%</u>	
Total	16	100%	

24. Does your organization utilize a Clearinghouse(s)?

Yes	79	100%
No	0	0%
Not sure	<u>0</u>	<u>0%</u>
Total	79	100%

25. Has your organization tested with your Clearinghouse(s)?

Yes	40	51%
No	34	43%
N/A	<u>5</u>	<u>6%</u>
Total	79	100%

26. When did you begin testing?

Q1 2011 (January – March)	5	12%
Q2 2011 (April – June)	10	25%
Q3 2011 (July – September)	<u>25</u>	<u>62%</u>
Total	40	100%

27. Is your organization or vendor scheduled to test with your Clearinghouse(s)?

Yes	56	71%
No	15	19%
Not sure	<u>8</u>	<u>10%</u>
Total	79	100%

28. When were/are you scheduled to begin testing with your Clearinghouse(s)?

June – 2011	10	18%	18%
July – 2011	3	5%	23%
August – 2011	6	11%	34%
<u>September – 2011</u>	<u>19</u>	<u>34%</u>	<u>68%</u>
October – 2011	7	12%	80%
November – 2011	2	4%	84%
December – 2011	1	2%	86%
Unknown	<u>8</u>	<u>14%</u>	100%
Total	56	100%	

29. Does your organization or vendor feel the industry will be ready for the 5010 conversion on 1/1/12?

Yes	32	41%
No	<u>47</u>	<u>59%</u>
Total	79	100%

30. Does your organization or vendor believe that an extension or other contingency will be required to successfully implement 5010?

Yes	37	79%
No	3	6%
Not sure	<u>7</u>	<u>15%</u>
Total	47	100%

31. Does your organization or vendor believe that the 5010 date will be extended?

Yes	28	35%
No	27	34%
Not sure	<u>24</u>	<u>30%</u>
Total	79	100%

32. Indicate the number of state Medicaid programs you routinely bill?

1. 0	8. 6 = 3
2. 1 = 21	9. 10
3. 2 = 17	10. 12
4. 3 = 14	11. 13
5. 3 to 4	12. 14
6. 4 = 5	13. 15
7. 5 = 4	14. 15

15. 20 = 2

16. 34

17. About 40

18. Around 50

33. Of the state Medicaid programs included above, how many different carrier products do you bill? (i.e. traditional, HMO, PPO, local)

1. FFS

2. Many

3. 3-4 county health plans

4. Local = 2

5. All = 3

6. PPO = 5

7. 1 = 6

8. 3 = 4

9. 7

10. 8

11. 2 = 7

12. 5 = 4

13. HMO = 9

14. 10

15. 6 = 4

16. 4 = 7

17. Managed Medicaid = 11

18. 12

19. 12 various HMOs

20. Traditional = 14

21. 18

22. 8 to 10

23. 40 = 2

24. 50

25. Approximately 250

34. What is the highest number of carrier products you bill for in any one state?

1. 1 = 4

2. 10 = 3

3. 100 = 2

4. 15 = 2

5. 2 = 3

6. 25 = 2

7. 3 = 8

8. 35

9. 4 = 11

10. 5 = 4

11. 6

12. 7

13. Don't understand what the question is asking for

14. HMO's

15. Not Sure = 5

16. unknown = 6

35. Indicate the state Medicaid and carrier product(s) that have 5010 testing available now.

1. Amerigroup Salud/Medicaid

2. BCBS Salud

3. FL Medicaid

4. GA Medicaid = 2

5. Health Plus MI IN IL KY KS WI

6. HP enterprises (GA Medicaid, traditional)

7. Illinois

8. IN Medicaid

9. Indiana

10. Iowa Medicaid-all claims go through the same process

11. KS

12. LHP Salud

13. MA

14. Michigan Medicaid and all Medicaid managed care organizations

15. MO

16. Most are not ready when talking to them

- 17. NM Medicaid
- 18. None = 9
- 19. Not sure = 10
- 20. NY
- 21. NYS Medicaid
- 22. Traditional = 2
- 23. Unknown = 5
- 24. Very few = 2
- 25. ZirMed

36. If you are not currently testing, why not?

Software Vendor not ready	21	48%
Clearinghouse not ready	5	11%
Low priority right now	4	9%
Other	18	41%

37. When is your state Medicaid and carrier product(s) scheduled for 5010 testing? (List state and product name)

- 1. As far as I know this will be in November
- 2. AZ AHCCCS (Medicaid)
- 3. CA,
- 4. California Medi-Cal (FFS/HMO) = 2
- 5. Colorado traditional
- 6. DE
- 7. GA = 2
- 8. GA Medicaid (HP)
- 9. have read nothing about PA Medicaid testing
- 10. I don't know
- 11. IN
- 12. LA
- 13. MD
- 14. Michigan Netwerkes clearinghouse
- 15. NE
- 16. NJ
- 17. NM Medicaid
- 18. North Carolina
- 19. Not sure
- 20. Now = 2
- 21. NY = 2
- 22. Ohio
- 23. Ohio Medicaid
- 24. Oregon Medicaid
- 25. SC
- 26. TN
- 27. Unknown = 3
- 28. Utah - Traditional
- 29. Waiting on State
- 30. X

38. List any MAC's that are currently accepting 5010 claims for processing

- 1. Cahaba
- 2. CGS = 2
- 3. First Coast,
- 4. Highmark will accept October 1, 2011 if we choose to send it.
- 5. I believe we can submit testing claims to WPS
- 6. IA
- 7. IL
- 8. J12 Highmark Medicare Services
- 9. MAC 11
- 10. MN
- 11. ND
- 12. NGS = 5
- 13. None = 3
- 14. Noridian Palmetto

- | | |
|--|-------------------------|
| 15. Not sure | 17. Unknown |
| 16. Trailblazer is testing now for some
CH | 18. WI |
| | 19. WPS Medicare |

39. Comments

- 1.** We are also the programmers for our software, so it falls on us to do the testing.
- 2.** Have been waiting on software vendor. 5010 updates were to have been installed this week but have not received word of completion.
- 3.** We are not direct testing with Medicare/Medicaid. All of our claims go through our clearinghouse.
- 4.** We use a national ASP software product that, we are sure, will be ready when necessary.
- 5.** Payers are not ready; providers are ready, Clearinghouse is ready but payers are not; too many competing priorities; this does not mean that we need to prolong the 5010 Go Live – that will just make it worse
- 6.** There are many hardships facing the healthcare industry now. Please extend this deadline to lessen its impact.
- 7.** I sent an email to HP IN MCD to get a more accurate answer to their 5010 readiness. I will forward to you when they respond. Deb
- 8.** Frustrated with software vendor for not being ready.
- 9.** Very glad we went to the conference. We did not appreciate the potential affect of the transition on us and our clients.
- 10.** The problem with testing has consistently been the payers are not ready. Having time-consuming testing requirement. Not being ready for production after testing is complete.
- 11.** A lot of missing information as I am relying on my software vendor to guide me. I am now getting nervous and taking a more direct approach.