

### Practice

Integrated Medicine Alliance, P.A.  
Red Bank, New Jersey  
42 providers  
150 full-time employees

### Solutions featured Intergy



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### Shawn Bassett

Chief Executive Officer  
Integrated Medicine Alliance, P.A.  
Red Bank, New Jersey

## Lessons learned from transitioning to ICD-10 early

### Challenge

Like many practices, the staff at Integrated Medicine Alliance, P.A., was nervous about the upcoming transition to ICD-10. Instead of waiting for the Oct. 1 deadline, they made the switch early because, according to CEO Shawn Bassett, “You can only plan so much before you just need to jump in.”

### Training builds confidence

“We set up training with all of our providers to help them understand what they could expect and how they would need to approach the transition,” Shawn said. “I had all our billing staff and office managers watch the Greenway Health webinars.”

After that, it was simply a matter of moving past the initial fears and maintaining a positive outlook.

“Now that we have that fear dismissed, we can work on figuring out how to maximize the benefits of ICD-10,” said Shawn. “We will have a more granular view into what is going on with our patients, and we can create programs to help them save costs and become healthier.”

### ICD-10-ready tools are key

ICD-10-ready features in their electronic health record (EHR) and practice management systems also helped Integrated Medicine Alliance, P.A., ease into using the new code set.

“The way the software is set up, the transition was smooth once we got the doctors trained on documentation,” Shawn said. “The dashboard has been a very helpful tool. We are able to monitor some of our weak points, as well as keep track of what payers are at what level.”

### Fine tune habits and don't delay

“With the grace period, we don't really anticipate a financial impact,” Shawn said, though he admits there's room for improvement in coding accuracy. “We need to address the doctors who are overusing non-specified codes, because that will have some repercussions.”

Shawn also offered advice for practices that haven't yet made the switch. “Turn on ICD-10 codes in your system as soon as possible. It has been the best way for us to see what we need to work on.”

To learn more about the ICD-10-ready solutions offered by Greenway Health, call 877-446-3821.