1. Can your system currently handle the new code format to support ICD-10? The new format is expanded to seven alpha-numeric characters (plus decimal position).

2. When will your customers be able to test ICD-10 capabilities of your software?

3. Will your software be able to process both ICD-10 and ICD-9 codes beyond October 1, 2015?

4. Will your software have ICD-9 to ICD-10 crosswalk capability? Vendors will generally build in a crosswalk capability to map ICD-9 codes to one or more equivalent ICD-10 codes, and vice versa. Find out from your vendor what kind of crosswalk capability is built into the software.


6. When will you be able to show me how ICD-10 will work in my EHR/Practice management solution?

7. Is your software going to run on the same platform and databases that we are currently using or is a new one going to be used? Do I, as a customer of your system, need to make any changes to my existing system environment to upgrade to the ICD-10 software version?

8. Am I going to be able to use the same templates and content that I currently have or will I need to re-customize them all for the new ICD-10 compliant software?

9. When will your ICD-10 compliant EHR/Practice management solution be released to me?
   a. Will there be any downtime during the deployment? When the software is upgraded to the ICD-10 version, does my current system need to be “off-line” for a period of time?

10. Will I be able to search for ICD-9 and ICD-10 codes in your ICD-10 compliant systems?
    a. Alphabetical and tabular indexes?
    b. By clinical description?

11. Will your software help me with the transition by suggesting ICD-10 codes based on the clinical data I enter about specific patients?

12. Will you help me test my ICD-10 compliant system with my payers, or will you be doing direct testing with them?

13. How much will you charge to upgrade to the new ICD-10 compliant solution?
    a. Are there new or increased maintenance fees?

14. Will I need new hardware to accommodate your upgrade?

15. What tools, training, and support will you provide to me and my staff so we can prepare our practice for ICD-10?

16. Will your software product follow the CMS mandated billing guidelines of separating ICD-9 and ICD-10 codes onto separate claims during the transition period?

17. Will support for my current products be discontinued after Oct. 1, 2015?

18. Ask your vendor if the ICD-10 software will permit processing LAB/Test Orders using both ICD-9 and ICD-10 Codes prior to the October 1, 2015 transition.