INTRODUCTION

The Component State Associations’ (CSA’s) ICD-10-CM/PCS Resource Guide is a companion to AHIMA’s ICD-10-CM/PCS Implementation Toolkit. This resource is designed for CSAs and identifies the ICD-10-CM/PCS-related implementation and training resources that will enhance the content of the CSAs webpages. This guide lists the best practices for ICD-10-CM/PCS training and communication to keep CSA membership updated with the most recent ICD-10-CM/PCS developments. It also provides different ways to display ICD-10-CM/PCS content on the CSA website. In preparing this resource guide, the CSA presidents were requested to answer survey questions regarding individual CSA plans for providing ICD-10-CM/PCS training for members, creating and organizing ICD-10-CM/PCS webpage as part of the CSA website, and querying how this resource guide may best serve the CSAs. The responses provided excellent insight into a “best practice” model and have been included in the subsequent discussion.

As AHIMA members look to their CSAs for guidance on ICD-10-CM/PCS implementation and training, this resource guide should enhance the CSAs efforts to meet their members’ educational needs.

TRAINING

CSAs have a responsibility to offer educational opportunities for their members to be trained on ICD-10-CM/PCS. Members who do not have opportunities available to them through their employer will look to their CSA for education opportunities that are locally and nationally available. An efficient way to convey this information will be through the CSA website.

CSAs will have varying methods of training their membership on ICD-10-CM/PCS. One very common method is to utilize AHIMA-approved ICD-10-CM/PCS trainers for personalized training. A very useful element for the CSA website is a listing of local AHIMA-approved ICD-10-CM/PCS trainers. It is strongly suggested that states obtain consent of each trainer before posting contact information on their website. Alternatively, CSAs may consider including a link to https://secure.ahima.org/Certification/Ambassador/Search.aspx, which facilitates a national search for an AHIMA-approved ICD-10-CM/PCS trainer.

CSAs may create a Request for Proposal (RFP) to distribute to potential trainers, vendors, or academic institutions that are sources for training. The RFP should include the following selection criterion: experience in ICD-10-CM/PCS, credentials/certifications, AHIMA-approved ICD-10-CM/PCS trainer status, detailed fees for the services, outline of training agenda, timeline for training, references, sample presentation material, and sample training materials. The RFP should also specify the topics to be addressed in the training and designate activities that are to be included or excluded from pricing (registration, evaluation, advertising, etc.).

The CSA may opt to select the training materials to be utilized, such as AHIMA ICD-10-CM/PCS Coder Training manuals or other text. The CSA should make it clear that ICD-10-CM/PCS trainers are responsible for the content which they develop. The CSA should consider posting appropriate disclaimers to identify specific information that cannot be validated by the CSA. Appendix A provides a sample request for proposal. Appendix B provides a sample proposal evaluation rubric.

CSAs sponsoring training sessions should consider whether students will be responsible for obtaining their own training material (text, ICD-10-CM manual, ICD-10-PCS manual), if this will be included in the registration fee, or if the vendor is providing it.

CSAs may wish to explore partnership opportunities with other healthcare associations within their states such as the hospital association, medical group management association, clinical documentation improvement specialists association, medical and specialty associations, healthcare financial management association chapters, and local Healthcare Information and Management Systems Society (HIMSS). These partnerships can assist the CSA in providing visibility to their association, sharing coding expertise, and providing training opportunities to a wider audience.
CSAs may also contact CAHIIM-approved health information management (HIM) and health information technology (HIT) programs to inquire about the availability of ICD-10-CM/PCS courses, and with permission, list these offerings on the CSA website. This may provide additional professional training opportunities for students who wish to take a course over several weeks rather than in a short session.

CSAs should also share that ICD-10-CM/PCS education is available in other formats, which can include anatomy and physiology modules, AHIMA Face to Face training, AHIMA online training, college- or university- developed or other regional and national vendor sessions.

Another avenue that CSAs may elect to have available is ICD-10-CM/PCS training through their state convention. States may wish to offer an ICD-10-CM/PCS track or entire day of education during this event.

The Coding Roundtable is an excellent resource to provide inexpensive local training opportunities. A designated Coding Roundtable function may include organizing webinar sessions. Many CSAs have utilized their AHIMA-approved ICD-10-CM/PCS trainers and clinicians to provide webinars regarding anatomy and physiology topics while focusing on ICD-10-CM/PCS.

COMMUNICATION

During the transition to ICD-10-CM/PCS code sets, regular communication with the CSA membership must be maintained. Timely e-mail updates should be sent to members to notify them of the latest developments regarding implementation and training. Each CSA newsletter should include an ICD-10-CM/PCS “feature article” that runs the gamut of basic to advanced concepts. CSAs may want to solicit articles from AHIMA approved ICD-10-CM/PCS trainers and/or CSA coding roundtable leadership. Over time, a compendium of ICD-10-CM/PCS coding best practices will be developed by the CSA with pertinent information related to its state or geographic region.

CSAs may want to identify training and technology vendors seeking to promote their organization to the CSA membership. It is advised that CSA leadership set ground rules or develop policies to identify the form this communication may take, whether it be advertising, speaking at CSA meetings, writing articles for CSA newsletters or e-alerts, or similar approaches.

CSAs should update the ICD-10-CM/PCS content on the website at least monthly. The CSA leadership should designate an “ICD-10-CM/PCS coordinator” to oversee this function. The ICD-10-CM/PCS coordinator may be a representative from the ICD-10-CM/PCS taskforce, Coding Roundtable, or other qualified designee. Keeping in mind that as members’ knowledge of ICD-10-CM/PCS increases, the website content should reflect basic items such as the structure and format of ICD-10-CM/PCS codes, to advanced practices, such as utilizing the General Equivalence Mappings (GEMs) to evaluate the clinical documentation requirements in an organization.

The CSA should consider posting appropriate disclaimers to identify specific information that cannot be validated by the CSA. One example would be for posting a list of AHIMA-approved ICD-10-CM/PCS trainers; a disclaimer would indicate that the CSA does not endorse these trainers. A sample disclaimer may state:

**Disclaimer:** Links to websites included on the CSA ICD-10-CM/PCS pages are to provide a broad base of resources available to users. CSA does not endorse any professional services or publications or associations. The inclusion of links or other information is not a recommendation for their use or an endorsement of the contents of these websites or their owners.

Advertising for training opportunities is an important communication avenue that should be done in a timely fashion to allow attendees ample time to plan their schedule. Promoting and advertising training in conjunction with other healthcare associations is another means of conveying health information management professionals’ coding expertise.
ICD-10-CM/PCS CONTENT ON THE CSA WEBPAGE

CSAs should include a visible ICD-10-CM/PCS link on their homepage. This link should lead to another page with more detailed content. It is recommended that CSAs review and update ICD-10-CM/PCS content on their webpage on a monthly basis. To accomplish this task, many CSAs have hired a vendor as a webmaster, and in other CSAs this is handled by the central office coordinator or a volunteer. Webpage content is typically submitted to the webmaster by a board member, a designated member of the Coding Roundtable or other CSA committee. It is recommended the content be reviewed for accuracy (including spelling and grammar) before being placed on the web. Consider any applicable CSA policies regarding vendor advertisements before publishing on the webpage.

Many CSAs already provide excellent ICD-10-CM/PCS information on their web pages. CSAs still working to develop their own ICD-10-CM/PCS page are encouraged to visit other CSA websites to obtain ideas for content, format, and structure. Keep in mind that webpage design will be unique to your state and its audience.

The following are samples of current CSA web pages using varied displays of ICD-10-CM/PCS content:

» California—californiahia.org
» Minnesota—mnhima.org
» Missouri—mohima.org
» Wisconsin—whima.org

The following are helpful hints for creating web content and ensuring ease of use of the webpage.

1. Write short concise text that is easy to skim. Use headings, sub-headings, and bulleted lists to accomplish this.
2. Make a clear distinction between links and regular text. For example, do not underline text that is not a link as people interpret underlined text as web links. It is also helpful to make links a different color than regular text.
3. Ensure your text is easy to read. Suggested legible fonts include Arial and Garamond. Take care to ensure that the background color does not impede the legibility of the text. Keep in mind that black text on a white background is easiest to read.
4. Ensure the use of “keywords” in the copy. Keywords are terms that capture the essence of the topic of a document. Keywords are particular words or phrases that someone would use to search for information on that topic by doing an internet search.
5. Proof everything on the page. This includes validating every link and using spell check.
6. If a link connects a user to another website, the link should open a new window to avoid directing people away from your site.

ESSENTIAL ICD-10-CM/PCS LINKS

The following web links include basic information regarding ICD-10-CM/PCS. It is recommended that each CSA have these web links at a minimum on their ICD-10-CM/PCS page. Appendix C provides sample ICD-10-CM/PCS content for a web page.

ICD-10-CM Code Set
This file contains information on the new diagnosis coding system including the alphabetic indices, tables and tabular listing, coding guidelines and general equivalence mapping files.
cms.gov/Medicare/Coding/ICD10/2013-ICD-10-CM-and-GEMs.html

ICD-10-PCS Code Set
This file contains information on the new procedural coding system including the tables and index, coding guidelines, and general equivalence mapping files.
cms.gov/Medicare/Coding/ICD10/2013-ICD-10-PCS-GEMs.html
Organizational Resources
» Centers for Medicare and Medicaid Services: cms.gov/Medicare/Coding/ICD10/index.html
» AHIMA: ahima.org/icd10
» American Hospital Association: ahacentraloffice.com
» American Medical Association: ama-assn.org
» National Center for Health Statistics—Centers for Disease Control: cdc.gov/nchs/icd/icd10cm.htm

Corporate Partners
Include web addresses for organizations or vendors that the CSA is partnering with for ICD-10-CM/PCS training.

AUTHORS
Gretchen Jopp, RHIA, CPC
Kathleen Peterson, MS, RHIA, CCS
Theresa Rihanek, MHA, RHIA, CCS

ACKNOWLEDGEMENTS
Angie Comfort, RHIT, CDIP, CCS
Melanie Endicott, MBA/HCM, RHIA, CDIP, CCS, CCS-P
Lou Ann Wiedemann, MS, RHIA, CDIP, CPEHR, FAHIMA
APPENDIX A: SAMPLE REQUEST FOR PROPOSAL

Note: This Request for Proposal is directed at in-person ICD-10-CM/PCS training. The document can be modified to fit other methods of training as needed.

REQUEST FOR PROPOSAL
COMPONENT STATE ASSOCIATION (CSA)
ICD-10-CM/PCS TRAINERS

DATE

I. INTRODUCTION

a. Description—HIMA is a professional healthcare organization of more than XXX members affiliated with the field of health information management (HIM). The majority of our members have certification as a Registered Health Information Administrator (RHIA), Registered Health Information Technician (RHIT), Certified Coding Specialist (CCS), or a Certified Coding Specialist—Physician (CCS-P). HIMA is a CSA of the American Health Information Management Association (AHIMA). The mission of the HIMA is to be the professional community that improves healthcare by advancing best practices and standards for HIM through education, advocacy, and collaboration.

b. Scope—HIMA is seeking a qualified individual(s)/vendor to prepare and present in-person ICD-10-CM/PCS training to its members and other interested parties during (insert timeframe).

II. PURPOSE

a. Through this RFP, HIMA would like to identify a primary trainer(s) responsible for the overall coordination of the training, (that is, development of PowerPoint, training schedule by day, and assignment of material covered by additional trainers). The primary trainer(s) will be required to deliver training at designated locations in the state or region. The primary trainer(s) would work with HIMA to identify additional trainers to co-present the training sessions at each location. The additional trainers may not necessarily be the same at each location.

b. Training session elements: (The CSA Board and/or vendor shall determine the training format and elements. The following are suggested elements.)

   i. The three separate training sessions are three days each in length.

   ii. The training sessions are held in the following locations – X, Y, Z.

   iii. The sessions utilize the AHIMA ICD-10-CM/PCS Training Manuals and provide education in ICD-10-CM and ICD-10-PCS.

   iv. The anticipated dates of training occur between month and month of 20XX.

   v. The anticipated audience for the training is experienced professional coders with an estimated audience size of 50–100 people per site.

   vi. The training sessions are provided in-person. Each day’s session is anticipated to be a full eight hours of training. It is anticipated that two trainers will be necessary per 50 people.
III. REQUIREMENTS

a. Eligible Trainers—AHIMA-approved ICD-10-CM/PCS trainers with current approval are eligible to submit proposals in response to this request. Preference will be given to HIMA members.

b. List previous experience in training/education

c. List experience in topic development and presenting

d. Five or more years current coding experience

IV. PRICING

a. State expected compensation for the preparation and presentation of the training session as the primary trainer, and time to participate in selection of secondary trainer(s).

b. Exclude from pricing:
   i. HIMA plans to include the AHIMA ICD-10-CM Training Manual and AHIMA ICD-10-PCS Training Manual in the registration fee for the training sessions.
   ii. HIMA expects attendees to bring current versions of ICD-10-CM and ICD-10-PCS manuals to the training sessions.
   iii. All registration, evaluation, advertising and organization of location support are provided by HIMA.

V. BID INSTRUCTIONS

a. Submit replies to this Request for Proposal in writing by XX/XX/XXXX via email or mail to:
   Mailing address:
   E-mail address:

b. Timeline:
   i. RFP Response Due Date: XX/XX/XXXX
   ii. Notification of RFP Decision: XX/XX/XXXX

c. Selection Criteria:
   i. Pricing, acceptable proof of ability to provide a quality product, knowledge of ICD-10-CM/PCS, experience in training coders, communication skills, and organization skills as the primary trainer.
   ii. Submission of a copy of your current AHIMA-issued certificate for AHIMA Approved ICD-10-CM/PCS Trainer status is required.
   iii. Submit examples of ICD-10-CM/PCS training materials (for example, PowerPoint, quizzes, etc.).
   iv. Provide two letters of reference
VI. TERMS AND CONDITIONS

a. **Confidentiality**—All correspondence, documentation, and information of any kind, provided to any Respondent, in connection with or arising out of this RFP or the acceptance of any Response will remain the property of HIMA, must be treated as confidential, must not be used for any purpose other than for replying to this RFP, and for fulfillment or any related subsequent process or agreement. HIMA will endeavor to use the Response only in connection with this RFP and will endeavor to keep the information contained in the Responses confidential unless disclosure is required by law or by a court of competent jurisdiction.

b. **Information access**—The HIMA-designated committee members and Board of Directors will have access to the returned Response to use in the evaluation and selection process only.

c. **Selection and Notification**—The vendor selected to serve as the primary trainer for this award will be notified in writing by mail. The vendors not selected will also receive a declination notice by mail.
REQUEST FOR PROPOSAL—ICD-10-CM/PCS TRAINERS

Evaluation Rubric

Page 1

<table>
<thead>
<tr>
<th>RFP CRITERIA</th>
<th>POINTS EARNED</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP submitted by due date</td>
<td>Yes</td>
<td>No—disqualify RFP</td>
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<tr>
<td>AHIMA-issued ICD-10 Trainer certificate is present</td>
<td>Yes</td>
<td>No—disqualify RFP</td>
</tr>
<tr>
<td>Price</td>
<td>Highest of submitted RFPs</td>
<td>Mid-range of submitted RFPs</td>
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**PRICE SCORE**

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<tr>
<td>Proof of ability</td>
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<tr>
<td>• Element 1—Two letters of reference</td>
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<tr>
<td>• Element 2—Examples of ICD-10-CM/PCS training materials</td>
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<tr>
<td>Neither element is provided</td>
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<tr>
<td>1 of 2 acceptable elements provided; Example: 1 letter of reference and examples of training material</td>
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<tr>
<td>2 of 2 acceptable elements provided; Example: 2 letters of reference and examples of training material</td>
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**PROOF OF ABILITY SCORE**

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<tbody>
<tr>
<td>Knowledge of ICD-10-CM/PCS</td>
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<tr>
<td>Perceived knowledge is totally or relatively unknown</td>
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<tr>
<td>Perceived knowledge is good to average</td>
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<tr>
<td>Perceived knowledge is above average to superior</td>
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**KNOWLEDGE SCORE**

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<tbody>
<tr>
<td>Experience in training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1–2 presentations in last two years</td>
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<tr>
<td>3–4 presentations in last two years</td>
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<td>5+ presentations in last two years</td>
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**EXPERIENCE SCORE**

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# REQUEST FOR PROPOSAL—ICD-10-CM/PCS TRAINERS

**Evaluation Rubric**

<table>
<thead>
<tr>
<th>RFP CRITERIA</th>
<th>POINTS EARNED</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication skills</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Examples: Written communication within RFP, PowerPoint, and other materials provided; correspondence; recommendations from references.</td>
<td>Totally or relatively unknown</td>
<td>Good to average</td>
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**COMMUNICATION SCORE**

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<th>2 OR 3</th>
<th>4 OR 5</th>
<th>SCORE =</th>
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</table>

| Organization skills | Materials for RFP are unorganized or minimally organized | Materials for RFP are moderately organized | Materials for RFP are well organized |

**ORGANIZATION SCORE**

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<th>4 OR 5</th>
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<th>0 OR 1</th>
<th>2 OR 3</th>
<th>4 OR 5</th>
<th>SCORE =</th>
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**EXPERIENCE SCORE**

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</table>

**Applicant Name___________________________**
## APPENDIX C: SAMPLE ICD-10-CM/PCS WEBPAGE CONTENT

<table>
<thead>
<tr>
<th>SAMPLE ICD-10-CM/PCS WEBPAGE CATEGORY</th>
<th>SAMPLE ICD-10-CM/PCS WEBPAGE CONTENT</th>
</tr>
</thead>
</table>
| **Overview of ICD-10-CM/PCS**        | Centers for Medicare and Medicaid Services (CMS) ICD-10 webpage  
Overview with related information on implementation for specific healthcare settings and the latest versions of ICD-10-CM/PCS code sets for diagnoses and procedures  
[cms.gov/Medicare/Coding/ICD10/](https://cms.gov/Medicare/Coding/ICD10/)  
AHIMA ICD-10 webpage  
Overview with specific guidance on implementation and training  
[ahima.org/ICD10](https://ahima.org/ICD10)  
*Healthcare IT News* and *Healthcare Finance News' ICD10 Watch*  
Up-to-date news on ICD-10 transition, planning, events, technology and more  
[icd10watch.com](https://icd10watch.com)  
*AHIMA ICD-TEN* newsletter  
Monthly update on ICD-10-CM/PCS implementation, training and resources  
[ahima.org/images/newsletters/ICDTen/subscribe.html](https://ahima.org/images/newsletters/ICDTen/subscribe.html)  
American Hospital Association ICD-10-CM/PCS resources  
[ahacentraloffice.com](https://ahacentraloffice.com)  
American Medical Association ICD-10-CM resources  
[ama-assn.org](https://ama-assn.org)  
National Center for Health Statistics—Centers for Disease Control—ICD-10-CM resources  
[cdc.gov/nchs/icd/icd10cm.htm](https://cdc.gov/nchs/icd/icd10cm.htm) |
| **ICD-10-CM/PCS Implementation**    | AHIMA ICD-10-CM/PCS Implementation Toolkit  
Compendium of information related to transition to ICD-10-CM/PCS across diverse healthcare settings  
[ahima.org/ICD10/icd10toolkit.aspx](https://ahima.org/ICD10/icd10toolkit.aspx)  
AHIMA-AMA Role Based Model for ICD-10 Implementation  
Identifies the key tasks/milestones for completion within specific timeframes by organization type and in some cases specific roles within organizations  
[ahima.org/icd10/role.aspx](https://ahima.org/icd10/role.aspx)  
CMS ICD-10-CM/PCS Provider Resources  
Providers step-by-step plans, timelines, and templates for specific audiences (provider-based, hospital-based) to assist in planning for ICD-10-CM/PCS implementation  
[cms.gov/Medicare/Coding/ICD10/ProviderResources.html](https://cms.gov/Medicare/Coding/ICD10/ProviderResources.html)  
CMS ICD-10 e-mail updates  
Link allows individuals to sign-up for the latest news from CMS about ICD-10  
*Available through AHIMA Bookstore*  
This text provides in-depth instruction and practical exercises to build a foundation from which to apply ICD-10-CM/PCS conventions and rules to everyday examples and exercises using actual case documentation.  
*Available through AHIMA Bookstore*  
Root operations of ICD-10-PCS are highlighted to clarify and explain critical factors to consider in correct code assignment.  
*Available through AHIMA Bookstore*  
This comprehensive text is devoted to learning and mastering the process of building codes in the new procedure coding system, ICD-10-PCS. |
| **ICD-10-CM/PCS Clinical Documentation Improvement** | AHIMA ICD-10 Checkpoint  
Included in AHIMA’s CodeWrite newsletter, Checkpoint provides comparison coding for the same diagnosis or procedure in ICD-9-CM and ICD-10  
[ahima.org](http://www.ahima.org), and click on HIM Body of Knowledge, search for CodeWrite  
AHIMA ICD-10-CM/PCS Implementation Toolkit, Appendix C, CDI PowerPoint presentations with specific ICD-10-CM coding for diseases  
[ahima.org/icd10/ecdtoolkit.aspx](http://www.ahima.org/icd10/ecdtoolkit.aspx)  
AHIMA E-learning courses on Clinical Documentation Improvement in preparation for ICD-10-CM / PCS  
[ahima.org/ContinuingEd/Campus/courseinfo/CDI.aspx](http://www.ahima.org/ContinuingEd/Campus/courseinfo/CDI.aspx)  
Association of Clinical Documentation Improvement Specialists (ACDIS), CDI Strategies  
Free, biweekly e-zines with archived CDI issues and solutions  
Association for Clinical Documentation Improvement Specialists (ACDIS), Clinical resource listing for disease process  
[www.hcpro.com/acdis/resources.cfm](http://www.hcpro.com/acdis/resources.cfm)  
HCPRO Just Coding Website  
Links to free articles about CDI in general and specific to ICD-10-CM/PCS coding  
[justcoding.com](http://www.justcoding.com) |
| **ICD-10-CM/PCS Training** | AHIMA Academy and Coder Workforce Training  
*In-person and online coder training and in-person Train-the-Trainer Academy options*  
[ahima.org/icd10/training.aspx](http://www.ahima.org/icd10/training.aspx)  
AHIMA ICD-10 Online Readiness Assessment and Online Foundation Training courses  
Tools to assess skills in ICD-10-CM/PCS as well as Anatomy and Physiology focusing on ICD-10-CM/PCS body systems  
| Human Anatomy/ Disease Process | Inner body  
Free, online interactive human anatomy learning website  
.innerbody.com/htm/body.html  
Gray's Anatomy of the Human Body  
.bartleby.com/107  
Think Anatomy  
Collection of anatomical resources  
.thinkanatomy.com  
Refresher course on A&P  
Recordings available for purchase  
.phima.org/APAudioSeries.htm  
AHIMA Coding Basics Program  
Single course on pathophysiology and pharmacology  
.ahima.org/ContinuingEd/Campus/courseinfo/cb.aspx |
|--------------------------------|---------------------------------------------------|
| General Equivalence Mappings  | CMS GEMs Fact Sheet  
.cms.gov/Medicare/Coding/ICD10/downloads/ICD10GEMSFactSheet20100617.pdf  
AHIMA E-learning  ICD-10-CM/PCS Fundamentals of General Equivalence Mappings (GEM) course  
.ahimastore.org/ProductDetailELearning.aspx?ProductID=14624 |