



# Introducing Electronic Submission of Medical Documentation (esMD) To A Provider Building a Gateway

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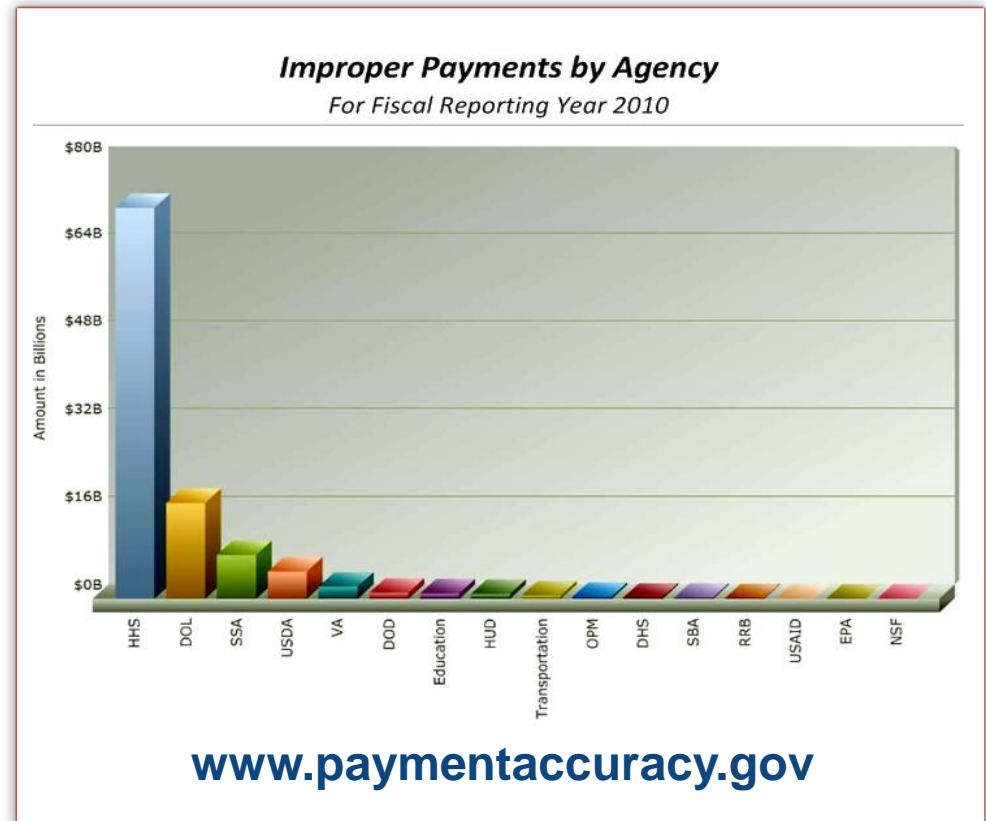
Health Insurance Specialist,  
CMS / OFM / Provider Compliance Group

## MELANIE COMBS-DYER

Deputy Director,  
CMS / OFM / Provider Compliance Group

# Improper Payments

- Medicare receives **4.8 M** claims per day.
- CMS' Office of Financial Management estimates that each year
  - the Medicare FFS program issues more than **\$34.3 B** in improper payments (error rate 2010: **10.5%**).
  - the Medicaid FFS program issues more than **\$22.5 B** in improper payments (3-year rolling error rate: **9.4%**).
- Most improper payments can only be detected by a **human** comparing:
  - a **claim** to
  - the **medical documentation**.



# Background Facts about Medical Documentation Requests

## ➤ Medical Documentation Requests are sent by:

- Medicare Administrative Contractors (MACs) Medical Review (MR) Departments
- Comprehensive Error Rate Testing Contractor (CERT)
- Payment Error Rate Measurement Contractor (PERM)
- Medicare Recovery Auditors (formerly called RACs)

➤ Claim review contractors issue over **1 million** requests for medical documentation each year.

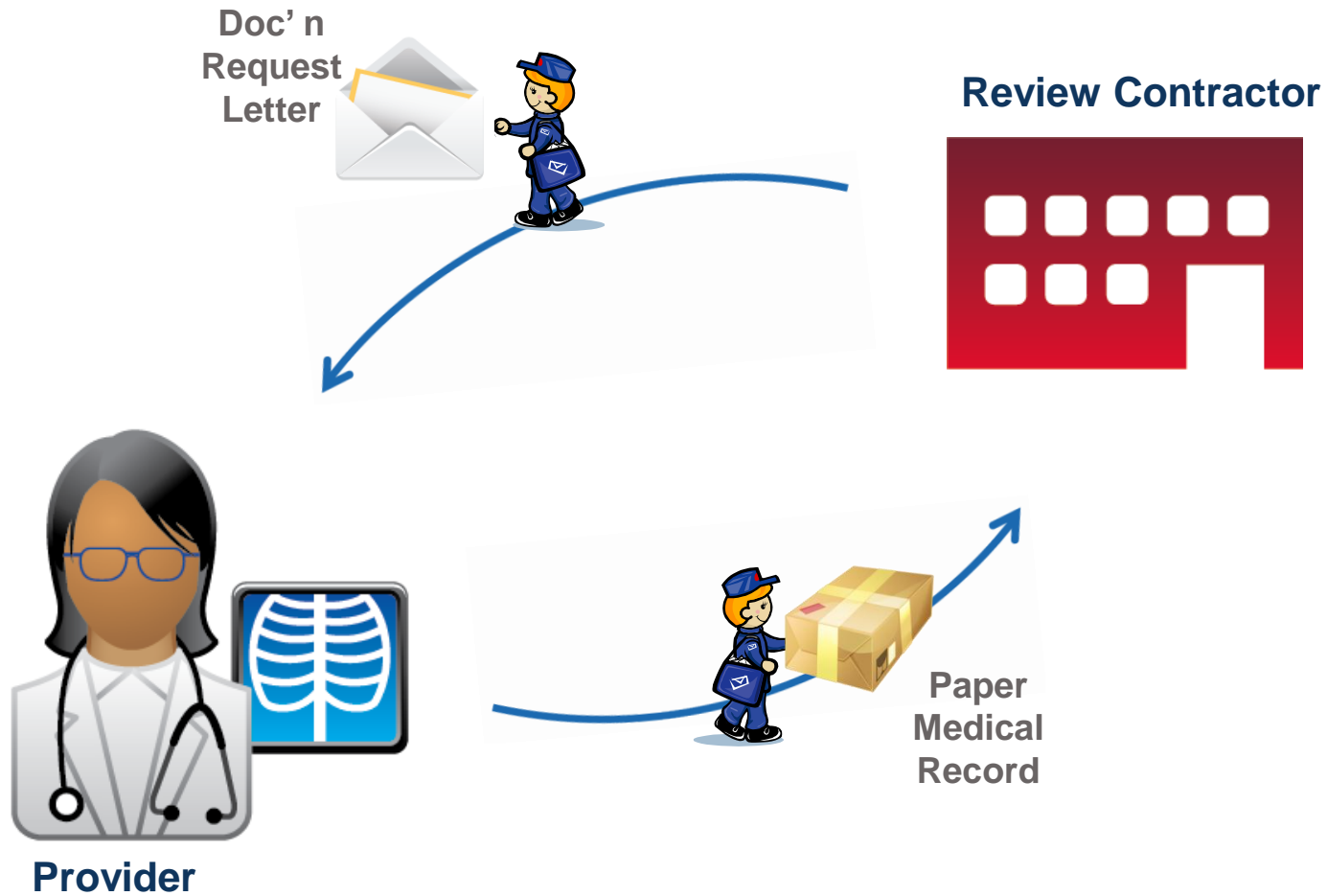
➤ Claim review contractors currently receive most medical documentation in **paper** form or via fax.

These contractors are overseen by OFM/PCG

- **George Mills,**  
Director
- **Melanie Combs-Dyer,**  
Deputy Director

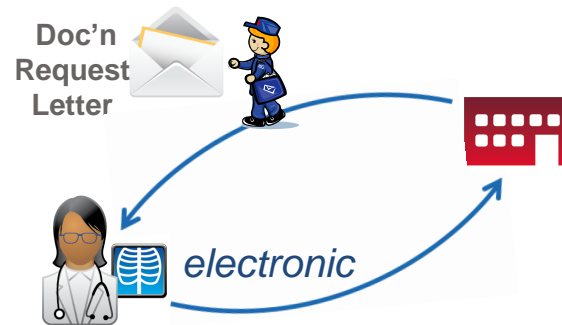


# Today's Paper Medical Documentation Process



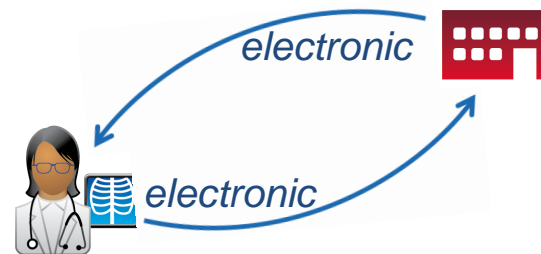
# The Solution: Electronic Submission of Medical Documentation (esMD)

## Phase 1:



**Approved by TRB**  
(Went live Sept 15, 2011)

## Phase 2:



**Not (yet) Approved by TRB**  
(Need to resolve provider identity issues)

# esMD is NOT Mandatory for Providers

CMS recognizes that not all providers are adopting HIT solutions at the same pace.

## HIT Adoption Rate

### Late Adopter

- Still using paper records.
- Intends to rely on fax machines, USPS, FedEx, etc. for the for the next 10 years.

### Average Adopter

- Using imaged & electronic records.
- Will wait to see which esMD Service Providers emerge in their area (and at what price).

### Early Adopter

- Has used EHRs for years.
- Ready for esMD now!

***Review contractors cannot target providers for medical review just because they use esMD, CMS Program Integrity Manual Chapter 3, Section 3.2.1.***

# Providers Who Want to Submit Via esMD

## STEP 1:

Find out if your Review Contractors accept esMD

## STEP 2:

Obtain access to an esMD “gateway”

# Step 1: Find out if your Providers' Review Contractors Are Accepting esMD

## Approved as of September 2011

Region A Medicare Recovery Auditor (DCS)
Region B Medicare Recovery Auditor (CGI)
Medicare Administrative J1 (Palmetto GBA)
Medicare Administrative J3 (Noridian)
Medicare Administrative J4 (Trailblazer)
Medicare Administrative J5 (Wisconsin)
Medicare Administrative J9 (First Coast)
Medicare Administrative J11 (Palmetto)
Medicare Administrative J12 (Highmark)
Medicare Administrative J13 (NGS)
Medicare Administrative J14 (NHIC)
DME Medicare Administrative JA (NHIC)
DME Medicare Administrative JB (NGS)
DME Medicare Administrative JD (NAS)
Comprehensive Error Rate Testing (CERT)
Program Error Rate Measurement (PERM)

## Preparing for November 2011

Medicare Administrative J10 (Cahaba)
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## Planning for January 2012

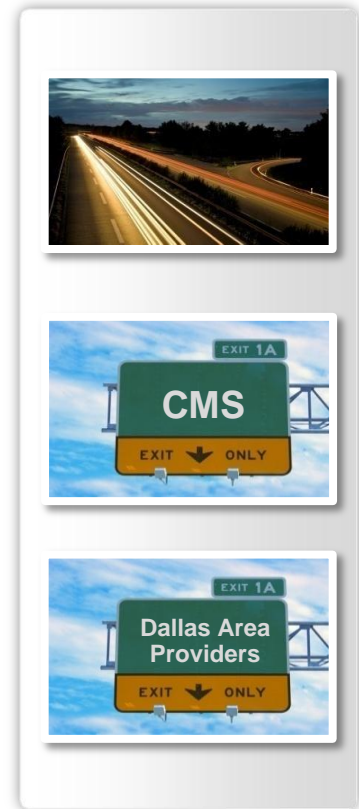
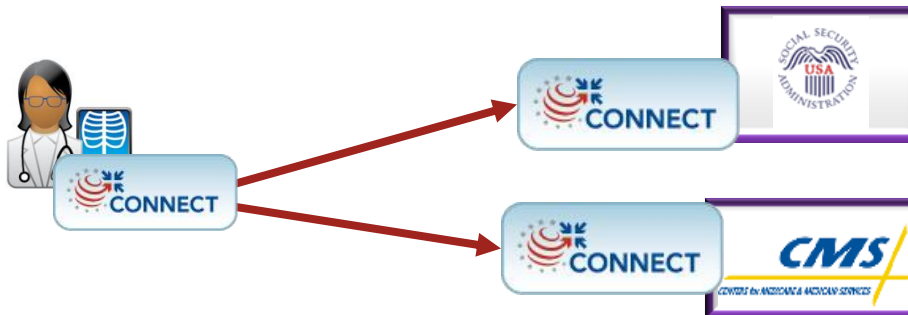
Medicare Administrative J15 (CGS)
DME Medicare Administrative JC (CGS)
Region D Medicare Recovery Auditor (HDI)
ZPIC Z1 (SGS)
ZPIC Z7 (SGS)

Region C Medicare Recovery Auditor (Connolly) is evaluating participating in CMS' esMD program. To get updated list, go to: [www.cms.gov/esMD](http://www.cms.gov/esMD).



# CMS esMD Gateway

- CMS has built an Exchange Gateway to accept esMD transactions from providers.
- The CMS esMD Gateway went live September 15, 2011!
  - ✓ HealthPort sent the first esMD submission on 9/21/11
- CMS uses the “CONNECT” brand of gateway version 3.1

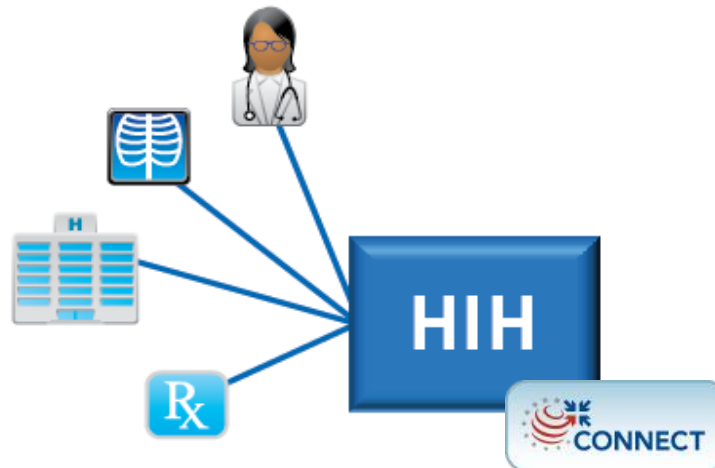


# How Can Providers Obtain Access to a Gateway?

- Providers can build their own gateway



- Providers can contract with a Health Information Handler (HIH)



# What is an HIH?

A Health Information Handler (HIH) is any company that handles health information on behalf of a provider. Examples include:

**(1) Health Information Exchange (HIE)/Regional Health Information Organization (RHIO)**

**(2) Release of Information (ROI) Vendor**

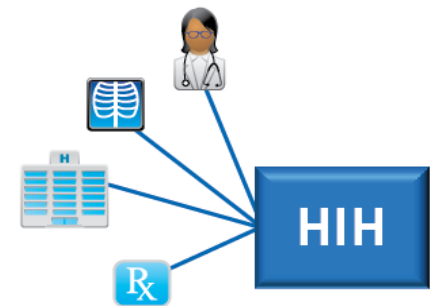
A company that manages the release of information for providers. Their services may include logging and tracking the request, retrieving the patient record from multiple locations in multiple formats, identifying the information needed to fulfill the request, requesting additional authorization, if needed, copying, packaging and mailing, and invoicing.

**(3) Electronic Health Record (EHR) Vendor**

**(4) Claim Clearinghouse**

**(5) Health Internet Service Provider (HISP)**

An entity that provides services that enable providers or health organizations to exchange health information using the internet.



# Providers that have a Built A CMS-Certified esMD Gateway

**None, yet**

# HIHs that are Certified by CMS to Offer esMD Services

- **HealthPort**  
<http://www.healthport.com>
- **IVANS**  
<http://www.ivans.com>
- **NaviNet**  
<http://www.navinet.net>
- **RISARC**  
<http://www.risarc.com>
- **MRO**  
<http://mrocorp.com>

# Providers that Plan to Build an esMD Gateway in Fall 2011 or Spring 2012

**None, yet**

# HIHs that Plan to Build an esMD Gateway in October and November 2011

## Preparing for October 2011 Go Live

HIH	Website
HealthIT+	<a href="http://www.healthitplus.com">http://www.healthitplus.com</a>

## Preparing for November 2011 Go Live

HIH	Website
ApeniMED	<a href="http://www.apenimed.com">www.apenimed.com</a>
Craneware Insight	<a href="http://www.cranewareinsight.com">www.cranewareinsight.com</a>
Cobius	<a href="http://www.cobius.com">www.cobius.com</a>
EHR Doctors	<a href="http://www.ehrdoctors.com/">http://www.ehrdoctors.com/</a>
eSolutions	<a href="http://www.ecorpnet.com">www.ecorpnet.com</a>
IOD	<a href="http://www.iodincorporated.com">www.iodincorporated.com</a>
MDclick	<a href="http://www.mdclick.com">www.mdclick.com</a>
Medical Electronic Attachment (MEA)	<a href="http://www.me-fast.com/">http://www.me-fast.com/</a>
Proficient	<a href="http://www.proficienthealth.com">www.proficienthealth.com</a>

# HIHs that Plan to Build an esMD Gateway in January 2012

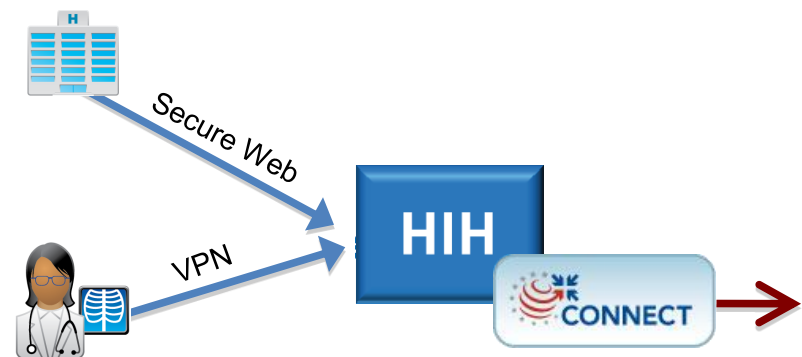
Preparing for January 2012 Go Live	
HIH	Website
ACS	
AT&T	<a href="http://www.corp.att.com/healthcare/">http://www.corp.att.com/healthcare/</a>
CureMD	<a href="http://www.curemd.com">http://www.curemd.com</a>
Discovery Health Record Solutions	<a href="http://www.discoveryhrs.com/">http://www.discoveryhrs.com/</a>
Dorado Systems	
LMRP Manager	<a href="http://www.lmrpmanager.com/">www.lmrpmanager.com/</a>
MediConnect	<a href="http://www.medicconnect.net/">http://www.medicconnect.net/</a>
Medi-Copy	<a href="http://www.medicopy.net/">http://www.medicopy.net/</a>
One Source Document Management	
SSI	<a href="http://www.thessigroup.com/">http://www.thessigroup.com/</a>
Stratice Healthcare	<a href="http://straticehealthcare.com/">http://straticehealthcare.com/</a>
Verisma Systems	<a href="http://www.verismasystems.com">www.verismasystems.com</a>
Zydoc	<a href="http://www.zydoc.com/">http://www.zydoc.com/</a>



# CMS Does Not Dictate How an HIH Communicates with Providers

➤ Some esMD HIHs plan to ingest a provider's medical records and metadata by:

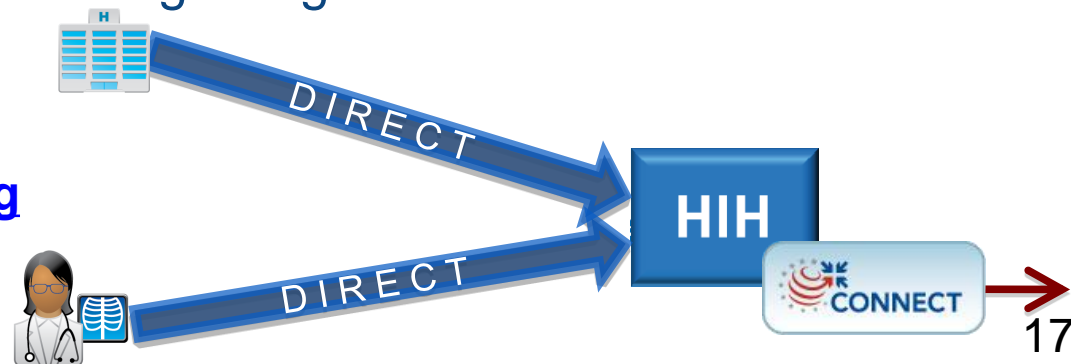
- going onsite to the provider's facility
- using a Virtual Private Network (VPN)
- using a secure web portal



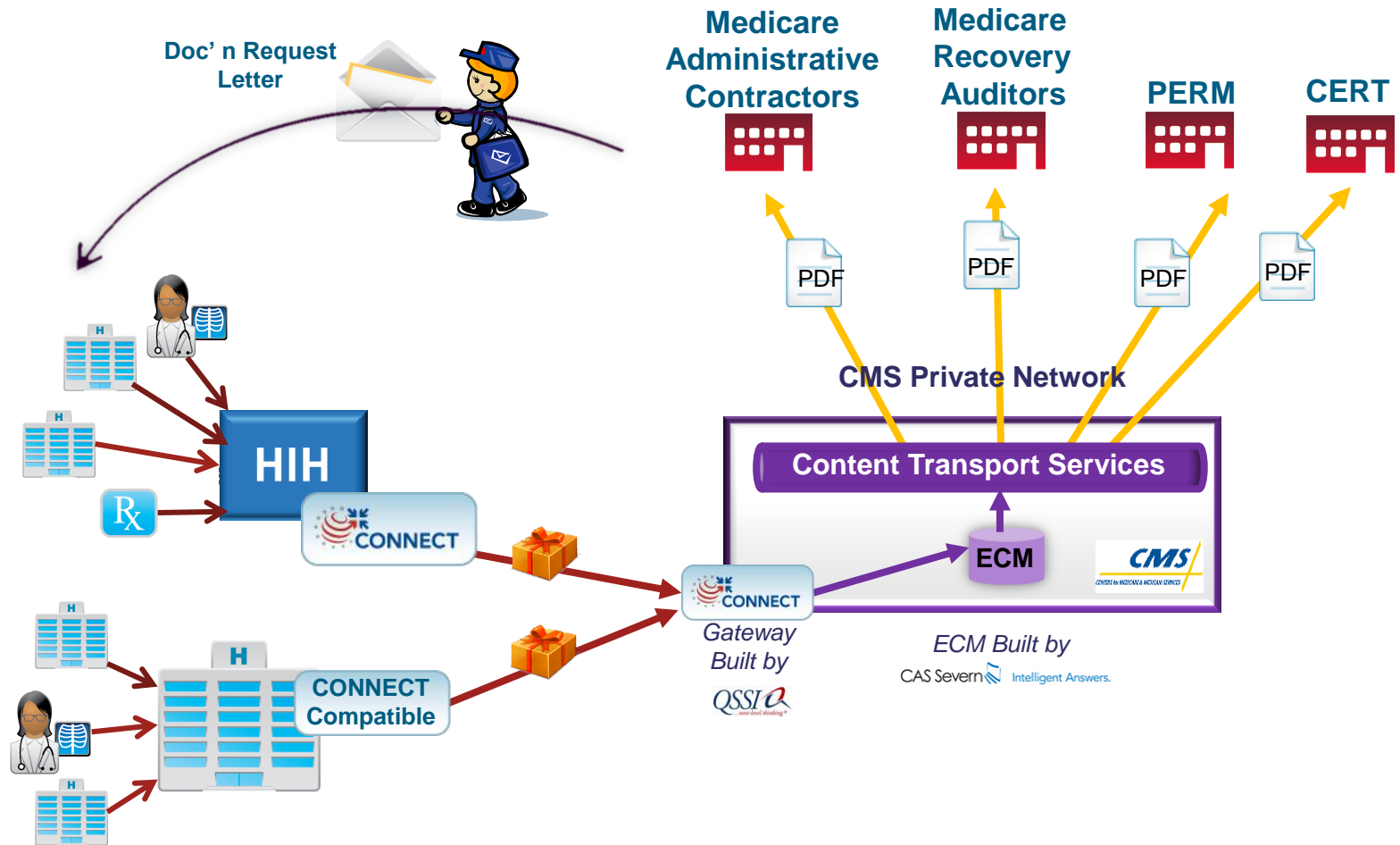
➤ Some esMD HIHs are considering using DIRECT.

<http://directproject.org>

<http://wiki.directproject.org>



# esMD Phase 1:



# Definition of an esMD Package



**A portion of a patient's medical record in esMD format which will contain:**

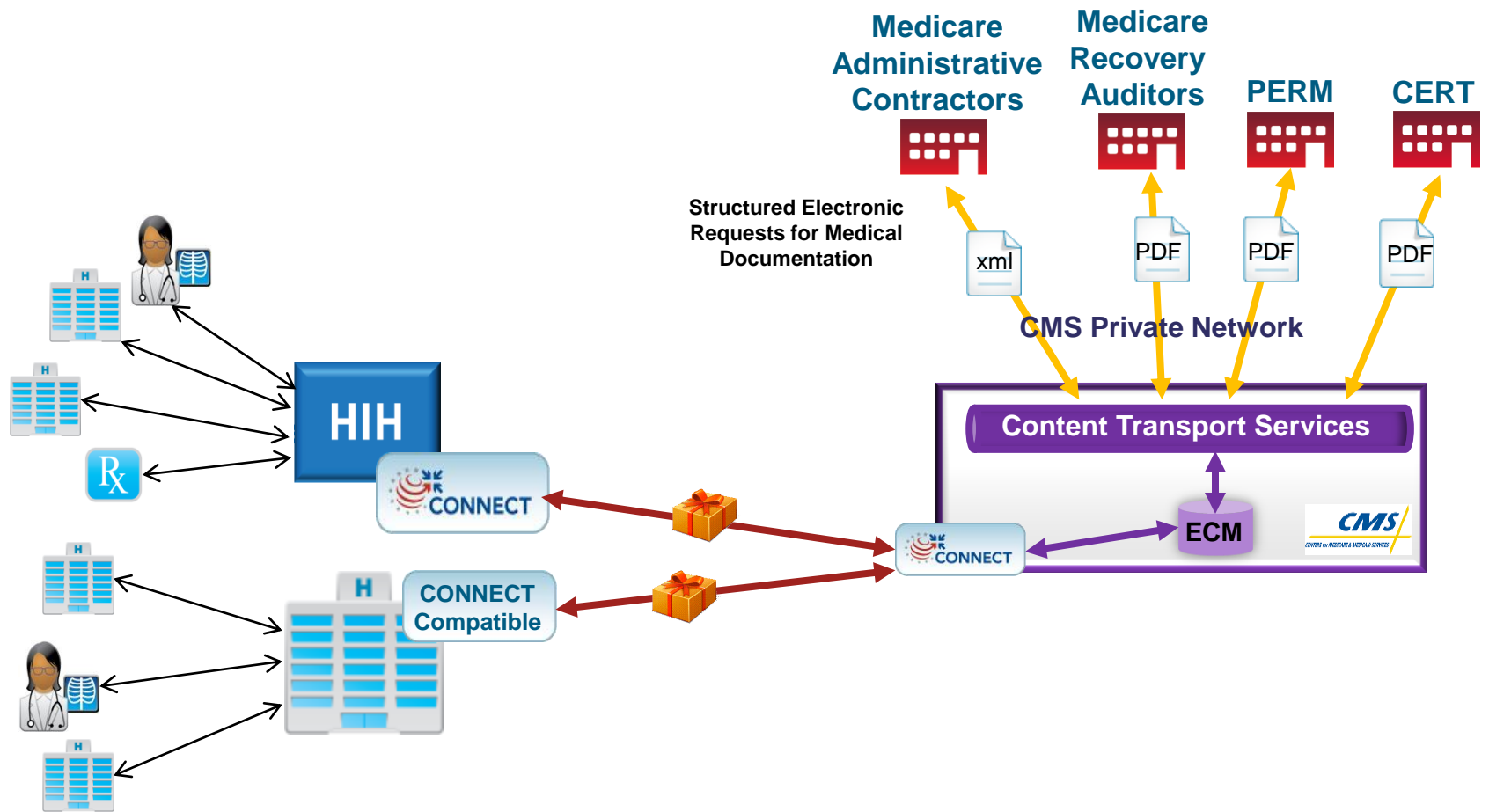
- Imaged documents (PDF)
- Important Metadata Fields:
  - Intended Recipient – Required Field
  - Claim ID – Required Field
  - NPI – Required Field
  - Case ID – Required If Known
  - Document Type Code – Required
    - Response to Additional Documentation Request (PDF)
    - Appeal Request (PDF)
    - Unsolicited Claim Attachment Paperwork, a.k.a. “PWK”
    - ADMC (prior authorization) Requests (PDF)

We are here

**Detailed description for each field can be found in:**

- the esMD XDR Profile. (<http://www.connectopensource.org/product/connect-NHIN-specs>)
- the esMD Implementation Guide. ([www.cms.gov/esMD](http://www.cms.gov/esMD))

# esMD Phase 2: October 2012



# Providers Signed up with an esMD HIH

➤ **In September 2011(actual):**

- 334 Part A providers
- 647 Part B providers



➤ **In January 2012 (estimates):**

- 6,637 Part A providers
- 47,941 Part B providers



➤ **In April 2012 (estimates):**

- TBD
- TBD



Note: Not every provider who is signed up with an esMD HIH receives a documentation request. Thus, these statistics are not a measure of the number of transactions that have been submitted through the gateway.

# For More Information

To contact anyone on the esMD Team:

[esMDTeam@qssinc.com](mailto:esMDTeam@qssinc.com)

CMS esMD Website:

[www.cms.gov/esMD](http://www.cms.gov/esMD)

CONNECT Website:

<http://www.connectopensource.org>

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# Questions From the Audience

