



## Introduction of Electronic Submission of Medical Documentation (esMD) to Providers

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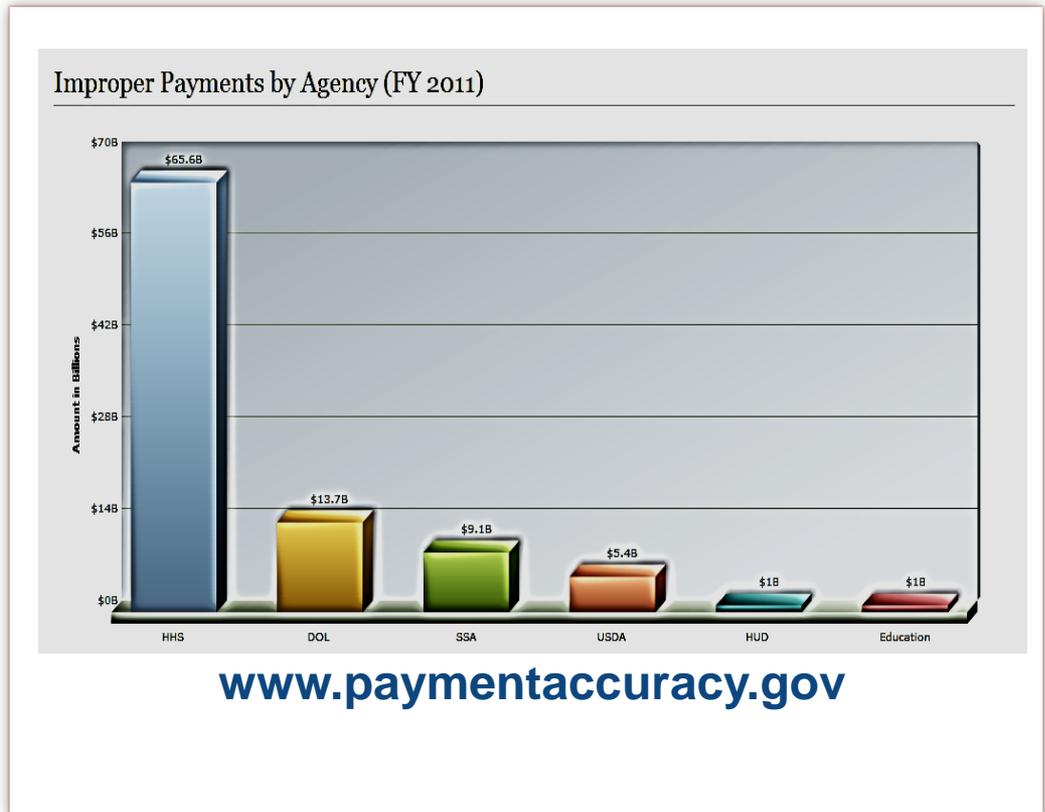
Technical Writer,  
QSSI-esMD Project

# Agenda

1. **Part 1: What is esMD and why did CMS create it?**
2. Part 2: How do I get started?
3. Part 3: Will this be done in Phases?

# 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 **\$28.8 B** in improper payments (error rate 2011: **8.6%**).
  - the Medicaid FFS program issues more than **\$21.9 B** in improper payments (3-year rolling error rate: **8.1%**).
- 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.

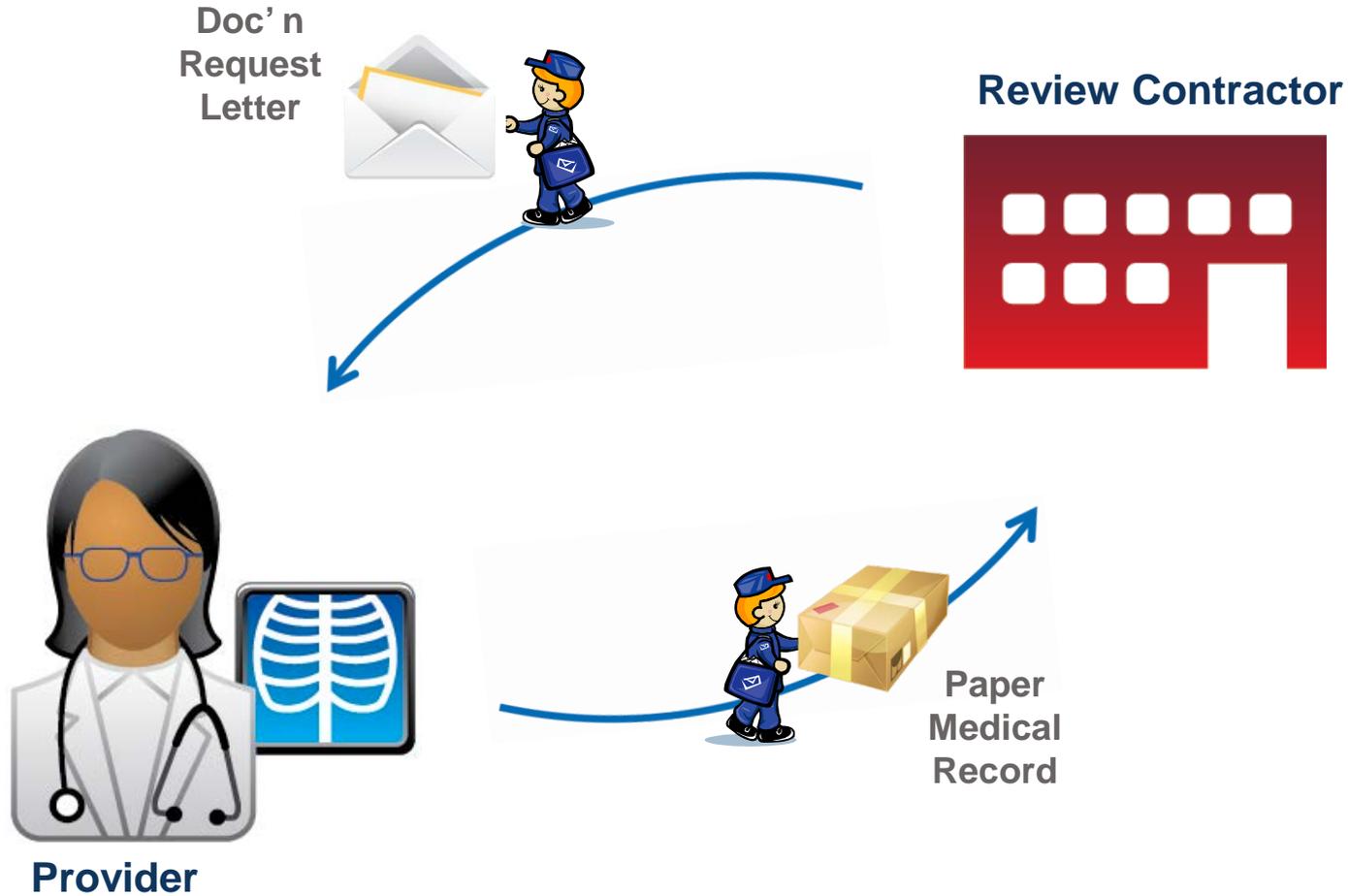
➤ Claim review contractors currently receive most medical documentation in **paper** form or via fax.

These contractors are overseen by OFM/PCG

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

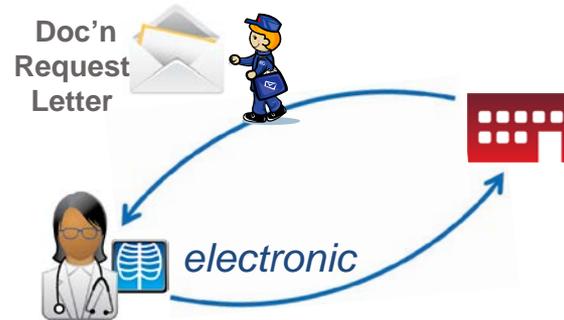
Medical documentation request are also sent by:	Overseen by:
MAC Cost Report Audit Departments	OFM/FSG
Coordination of Benefit Contractor	OFM/FSG
HITECH Auditor	OFM/FSG
QIOs	OCSQ
QICs	CM

# Today's Paper Medical Documentation Process



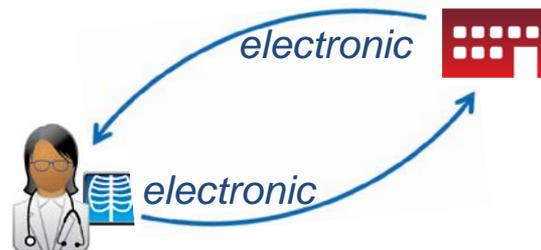
# The Solution: Electronic Submission of Medical Documentation (esMD)

## Phase 1:



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

## Phase 2:



**Being Planned for 2013**

# 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.***

# Agenda

1. What is esMD and why should I join?
- 2. How do I get started?**
3. Will this be done in Phases?

# 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: CMS Review Contractors that Accept esMD

Approved CMS Review Contractors
Region A Medicare Recovery Auditor (DCS)
Region B Medicare Recovery Auditor (CGI)
Region C Medicare Recovery Auditor (Connolly)
Region D Medicare Recovery Auditor (HDI)
Medicare Administrative J1 (Palmetto GBA)
Medicare Administrative JF (Noridian)
Medicare Administrative J4 (Trailblazer)
Medicare Administrative J5 (WPS)
Medicare Administrative J9 (First Coast)
Medicare Administrative J10 (Cahaba)
Medicare Administrative J11 (Palmetto)
Medicare Administrative J12 (Novitas Solutions)
Medicare Administrative J13 (NGS)
Medicare Administrative J14 (NHIC)
Medicare Administrative J15 (CGS)
DME Medicare Administrative JA (NHIC)
DME Medicare Administrative JB (NGS)
DME Medicare Administrative JC (CGS)
DME Medicare Administrative JD (Noridian)
Comprehensive Error Rate Testing (CERT)
Program Error Rate Measurement (PERM)

Planning for Summer 2012
Medicare Administration J8 (WPS)
Medicare Administration JH (Novitas Solutions)

Planning for Fall/Winter 2012
Legacy Contractor Title 18 J6 (NGS)

Planning for Phase 2 of esMD
ZPIC Zone 1 (SGS)
ZPIC Zone 7 (SGS)

Medicare Administrative J2 and J3 have merged to become JF (Noridian)  
 For updated list, visit to: [www.cms.gov/esMD](http://www.cms.gov/esMD)

# Step 2: Obtain access to a “Gateway”

## The Nationwide Health Information Network:

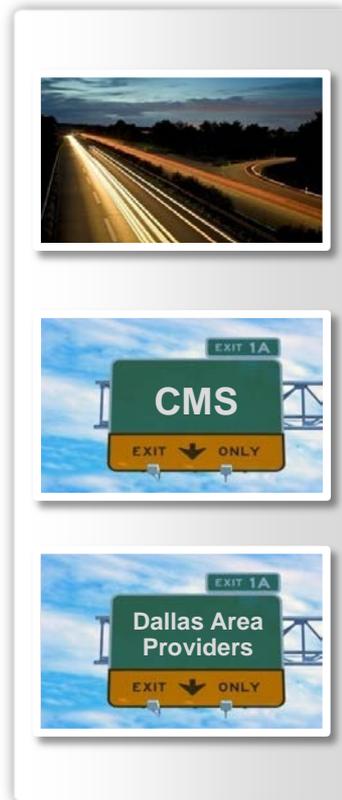
- Is a set of **standards, protocols, legal agreements, and specifications** that a consortium of health information organizations have agreed are necessary for **secure and private** exchange of health information over the public internet.
- Is overseen by the Office of the National Coordinator for Health IT (ONC)
- Includes a standard for a secure “Gateway
- Are not funded by CMS or ONC
- The CMS esMD Gateway went live September 15, 2011!

esMD transactions are SAFE and SECURE because the esMD system uses **NHIN standards**



# CMS esMD Gateway

- CMS is building an NHIN Exchange Gateway to accept esMD transactions from providers.
- The CMS esMD gateway went live September 15, 2011!
- CMS uses the “CONNECT” brand of gateway

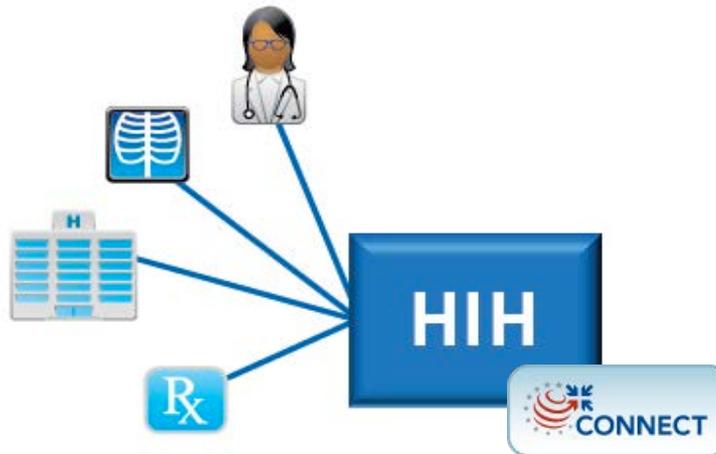


# How Can Providers Obtain Access to a Gateway?

- Providers can build their own gateway



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



# Step 2: CMS-Certified HIHs That Offer esMD “Gateway” Services

CMS Certified esMD HIHs
IVANS
MRO
RISARC
NaviNet
HealthPort
Health IT
ApeniMED Inc.
Cobius Healthcare Solutions
eSolutions, Inc.
IOD Incorporated
Medical Electronic Attachment (MEA)
The SSI Group
Proficient Health
Rycan Technologies, Inc.
Craneware Insight

HIHs under Certification Process to Offer esMD Services
MediConnect
Verisma Systems
One Source Document Management
H&H Medical Records, LLC
LOISS
MedFORCE Technologies
SunCoast RHIO, Inc.
MDclick

- Note: Are not funded by CMS or ONC
- For an updated list, visit: [www.cms.gov/esMD](http://www.cms.gov/esMD)

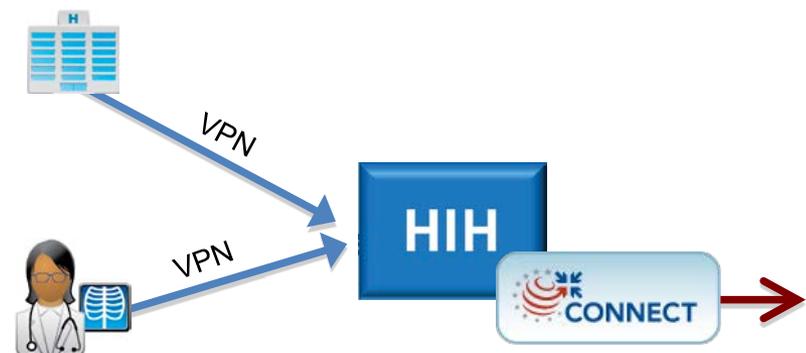
# Where Will HIHs Offer esMD Services?

Company	CMS Certification Date	MAC J1	MAC J3	MAC J4	MAC J5	MAC J9	MAC J10	MAC J11	MACJ12	MAC J13	MAC J14
		(CA, NV, HI)	(AZ, MT, ND, SD, UT, WY)	(CO, NM, OK, TX)	(NE, KS, IA, MO)	(FL, PR, VI)	(AL, GA, TN)	(NC, SC, VA, WV)	(DE, DC, MD, NJ, PA)	(CT, NY)	(ME, MA, NH, RI, VT)
HealthPort	9/15/2011	X	X	X	X	X	X	X	X	X	X
IVANS	9/15/2011	X	X	X	X	X	X	X	X	X	X
RISARC	9/29/2011	X	X	X	X	X		X	X	X	X
NaviNet	9/29/2011	X	X	X	X	X	X	X	X	X	X
MRO	10/21/2011	X	X	X	X	X	X	X	X	X	X
Health IT+	11/22/2011	X	X	X	X	X	X	X	X	X	X
eSolutions	1/20/2012	X	X	X	X	X	X	X	X	X	X
MEA	1/20/2012	X	X	X	X	X	X			X	
ApeniMED	1/25/2012	X			X						
IOD	1/27/2012	X	X	X	X	X			X	X	X
Cobius	2/01/2012	X	X	X	X	X	X		X	X	X
SSI Group	5/18/2012			X	X	X	X			X	
Proficient Health	5/22/2012			X		X	X	X	X	X	X
Rycan	7/18/2012	X									
Craneware Insight	8/07/2012	X	X		X		X	X		X	X

# CMS Does Not Dictate How an HIE Communicates with Providers

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

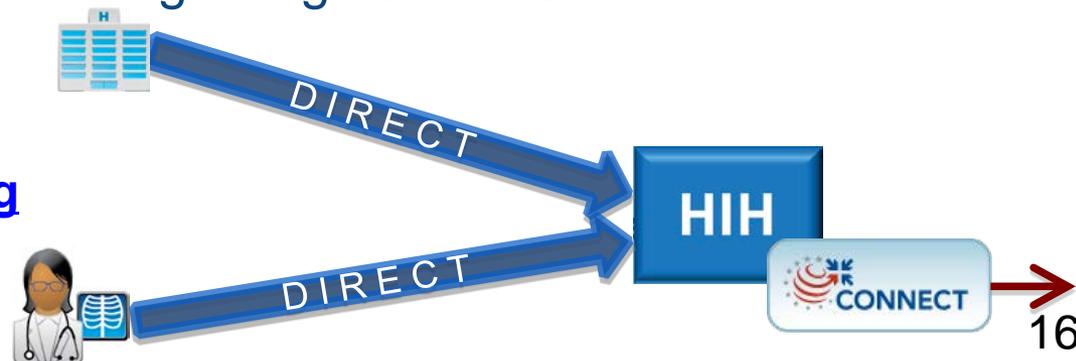
- going onsite to the provider's facility
- using a Virtual Private Network (VPN)
- using a secure web portal



➤ Some esMD HIEs are considering using DIRECT.

<http://directproject.org>

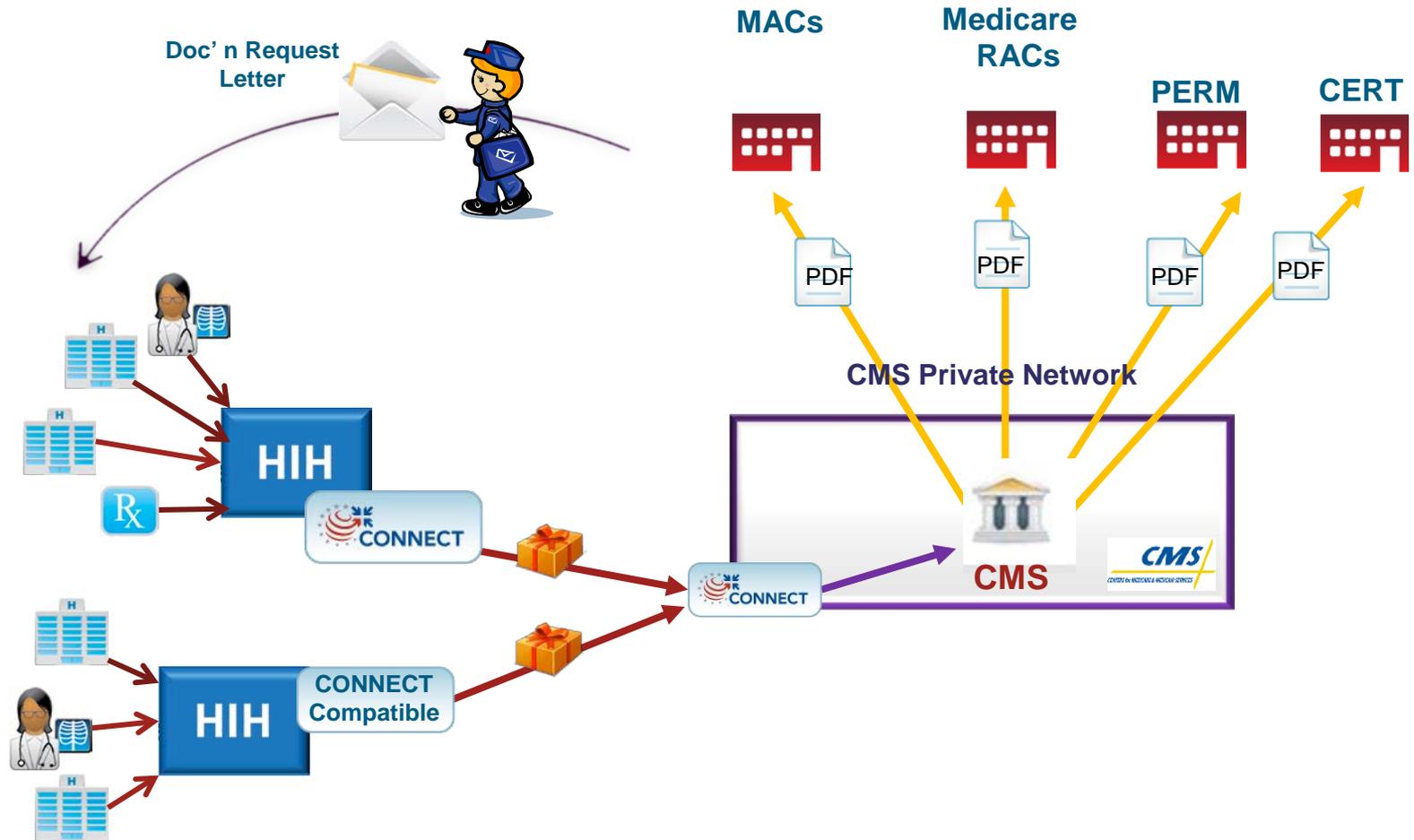
<http://wiki.directproject.org>



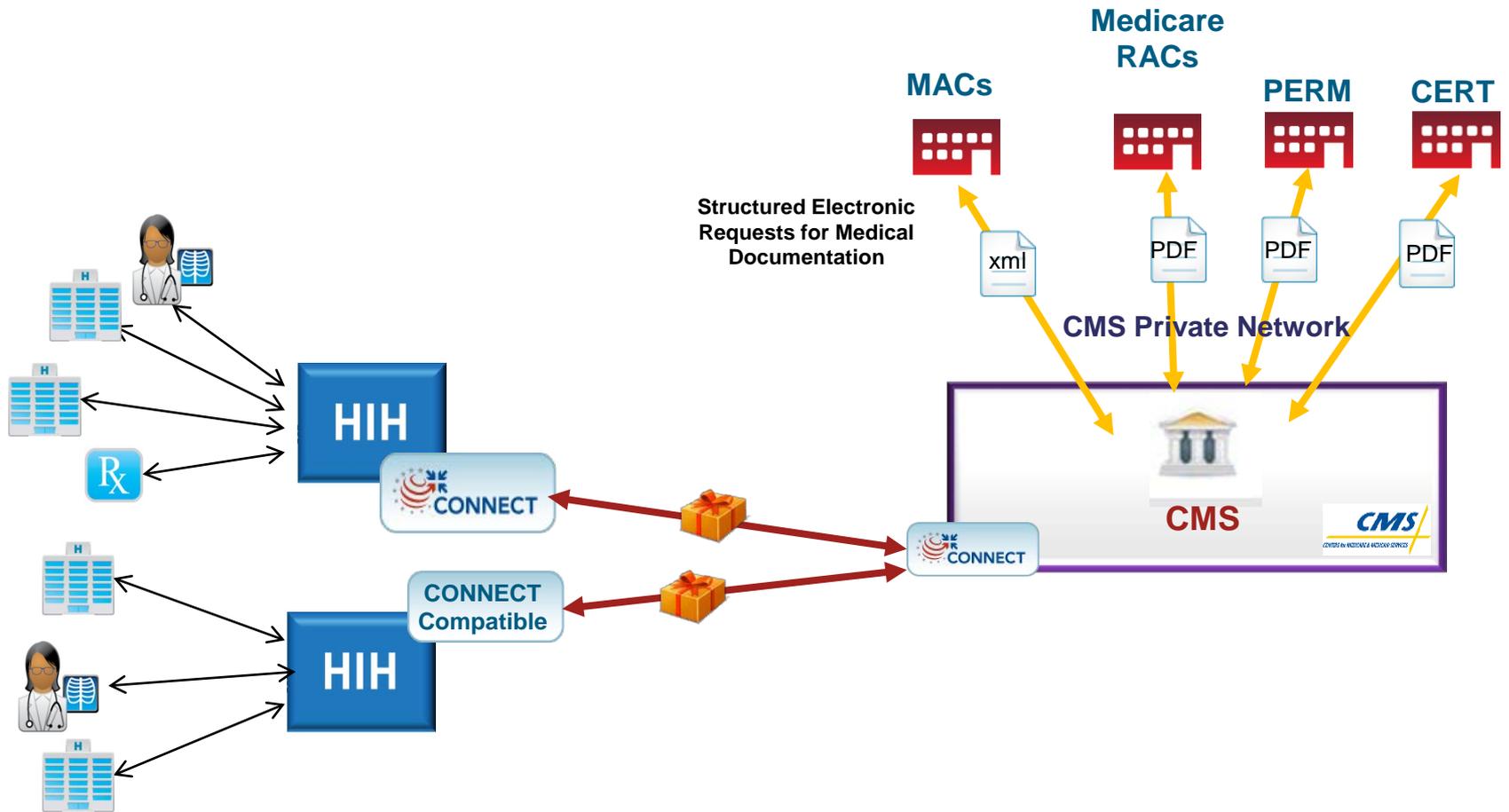
# Agenda

1. What is esMD and why should I join?
2. How do I get started?
- 3. Will this be done in Phases?**

# esMD Phase 1: September 2011



# esMD Phase 2: Future Release



# Current and Future Use Cases for esMD

## INBOUND (esMD Phase 1)

- Responses to Documentation Request Letters in PDF
- Appeal Requests in PDF
- Unsolicited Documentation in PDF (called paperwork or “PWK”)
- Structured Orders, Progress Notes, ADMC Requests
- Structured esMD Phase 2 Registration
- Etc.



We Are Here

## OUTBOUND (esMD Phase 2)

- Structured Outbound Documentation Requests
- Review Results Letters
- Demand Letters
- Etc.

## LOOKUP (future phase)

- Request\Receive Documentation Status
- Request\Receive Claim Status
- Request\Receive Appeals Status
- Request\Receive Eligibility Info
- Etc.

# Providers Signed up with an esMD HIH

## ➤ In August 2012 (estimates):

- 2,713 Part A providers
- 23,649 Part B providers



## ➤ In September 2012 (estimates):

- 8,476 Part A providers
- 44,389 Part B providers



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.

# Current esMD Submission Statistics

Report Period : 9/15/2011 to 8/17/2012

Unique Provider Count: 1,381

Unique Claim Count: 65,562

Date and Time esMD Production DB Queried For This Report: 8/17/2012 - 6 AM EST

																					Total	
<b>RCs/ HIHs</b> (Parenthetical date in this column is the start date for this HIH)	RAC A (9/14/11)	RAC B (9/14/11)	RAC C (5/14/12)	RAC D (3/2/12)	MAC J 1 (9/15/11)	MA C J F (9/15/11)	MAC J 4 (9/15/11)	MA C J 5 (9/15/11)	MAC J 9 (9/15/11)	MAC J 10 (2/6/12)	MAC J 11 (9/15/11)	MAC J 12 (9/19/11)	MAC J 13 (9/23/11)	MAC J 14 (9/15/11)	MAC J 15 (4/2/12)	DME MAC A (9/15/11)	DME MAC B (9/23/11)	DME MAC C (4/2/12)	DME MAC D (9/15/11)	CER T (9/15/11)	PE R M (9/15/11)	
<b>HealthPort</b> (9/15/11)		2																		2		4
<b>IVANS</b> (9/15/11)	13	2	25	337	967	89	1,489	109	8,744		803	1	519	253		384	682	1,487	1,385	233		17,522
<b>Navinet</b> (9/29/11)					12		28		303			29		1								373
<b>RISARC</b> (9/30/11)				673	640	110																1,423
<b>MRO</b> (10/21/11)	11,074	1,769	1,153	551		35	66			24	259	694	23		80					68		15,796
<b>HealthIT+</b> (11/22/11)							55										23	38	287	134		537
<b>MEA</b> (1/23/12)	2	669	1,159		11		1	13	136	1	177		11	36			12	7	31			2,266
<b>eSolutions</b> (1/23/12)		251			16		374	3	116		680	204	264	339	672	1	4,559	18,389		35		25,903
<b>ApeniMED</b> (1/27/12)			71	4						13						1				1	2	92
<b>IOD Inc.</b> (1/27/12)	6,815	2,653	4,537	686	11		29				17											14,748
<b>Cobius</b> (2/1/12)	3		96								6											105
<b>SSI Group</b> (5/18/12)																						0
<b>Proficient</b> (5/22/12)																						0
<b>Rycan</b> (7/18/12)																						0
<b>Total</b>	<b>17,907</b>	<b>5,346</b>	<b>7,041</b>	<b>2,251</b>	<b>1,657</b>	<b>289</b>	<b>1,987</b>	<b>125</b>	<b>9,299</b>	<b>38</b>	<b>1,942</b>	<b>928</b>	<b>817</b>	<b>629</b>	<b>752</b>	<b>386</b>	<b>5,276</b>	<b>19,921</b>	<b>1,703</b>	<b>473</b>	<b>2</b>	<b>78,769</b>

# 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

