



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

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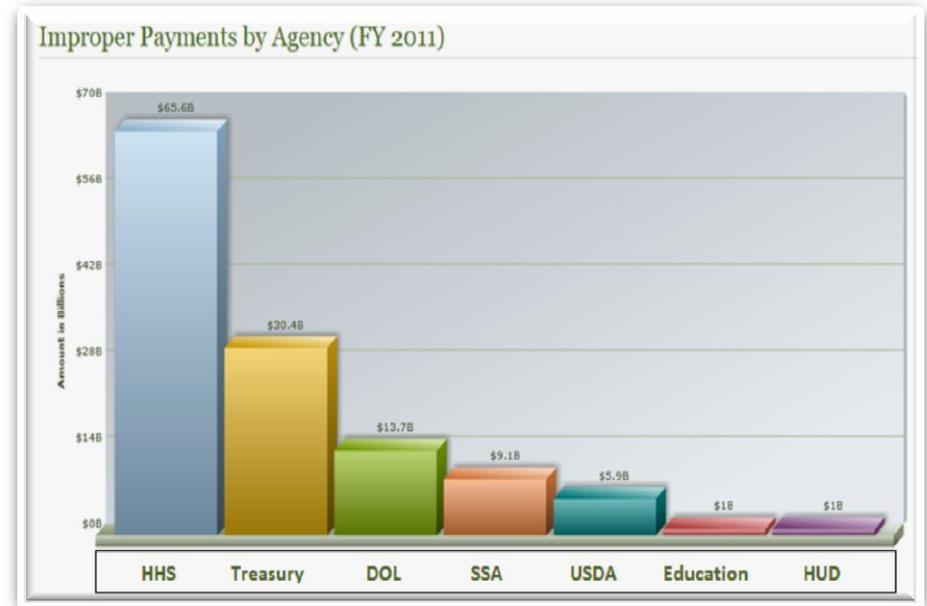
Technical Writer,
QSSI-esMD Project

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**.



www.paymentaccuracy.gov

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)

These contractors are overseen by OFM/PCG

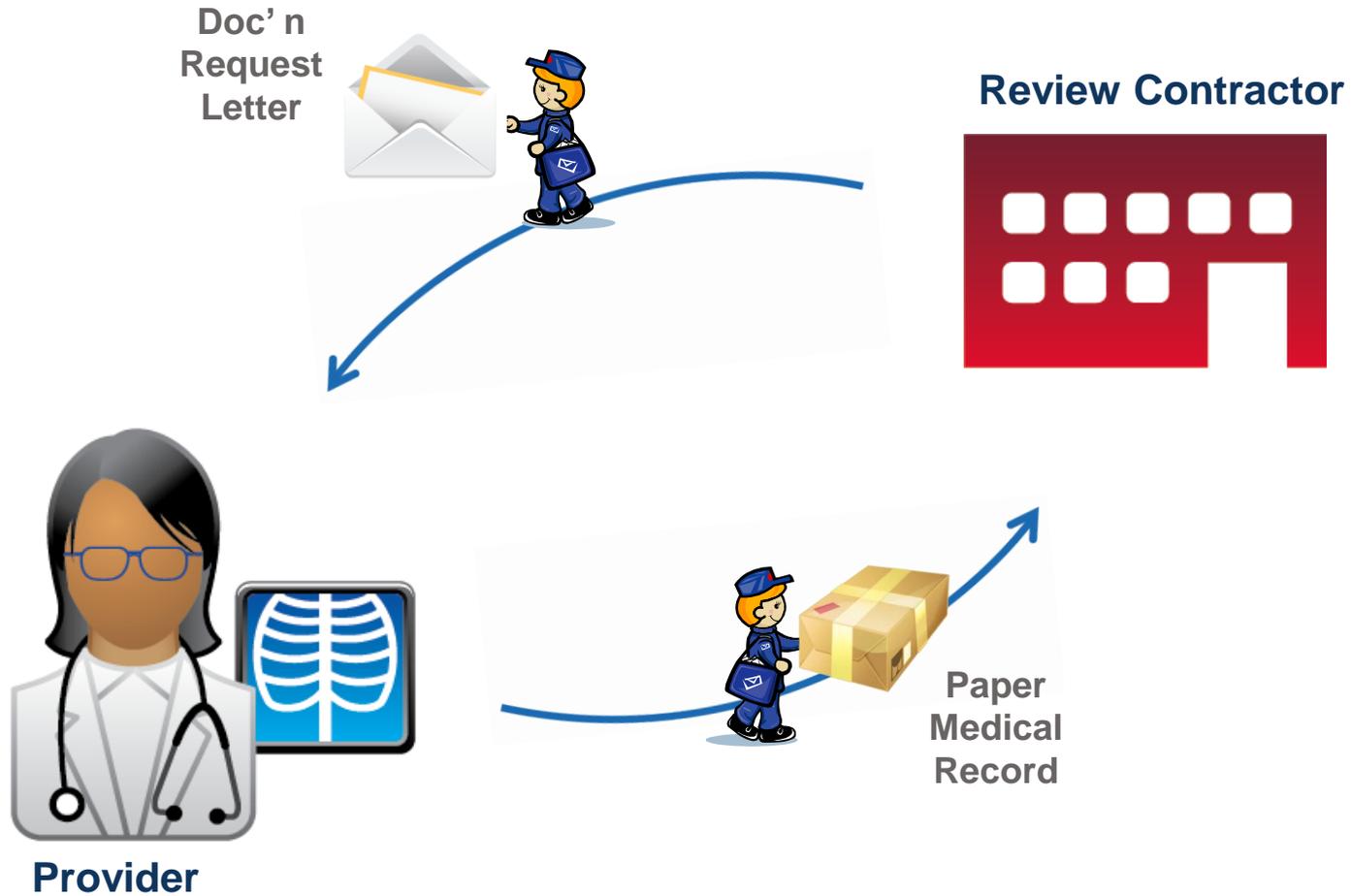
- **George Mills**, Director
- **Melanie Combs-Dyer**, Deputy Director

➤ 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.

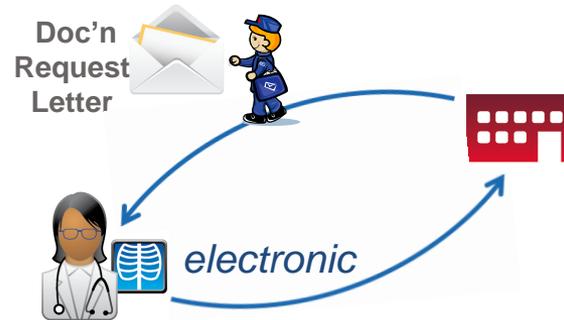
Medical documentation requests are also sent by:	Overseen by:
MAC Cost Report Audit Departments	OFM/FSG
Coordination of Benefit Contractors	OFM/FSG
HITECH Auditors	OFM/FSG
QIOs	OCSQ
QICs	CM

Pre-esMD Paper Medical Documentation Process



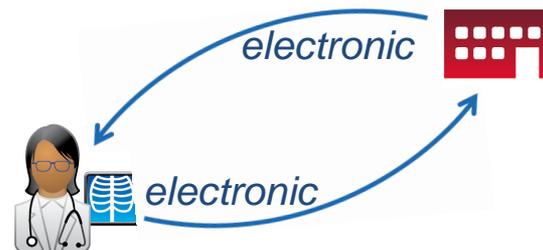
The Solution: Electronic Submission of Medical Documentation (esMD)

Phase 1:



Went live Sept 15, 2011

Phase 2:



Planned for Future Release

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 (PIM) 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 Administration JH (Novitas Solutions)
Medicare Administrative J5 (WPS)
Medicare Administration J8 (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)
Legacy Contractor Title 18 (NGS)
Comprehensive Error Rate Testing (CERT)
Program Error Rate Measurement (PERM)
ZPIC Zone 1
ZPIC Zone 7

Planning for Early 2013
Supplemental Medical Review Contractor (SMRC)
ZPIC Zone 2

For updated list, visit: www.cms.gov/esMD.

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)
- is comprised of two parts:

- **Direct** – designed for an individual to individual submission of health information <http://wiki.directproject.org/>

- **Exchange** – designed for computer to computer exchange of health information

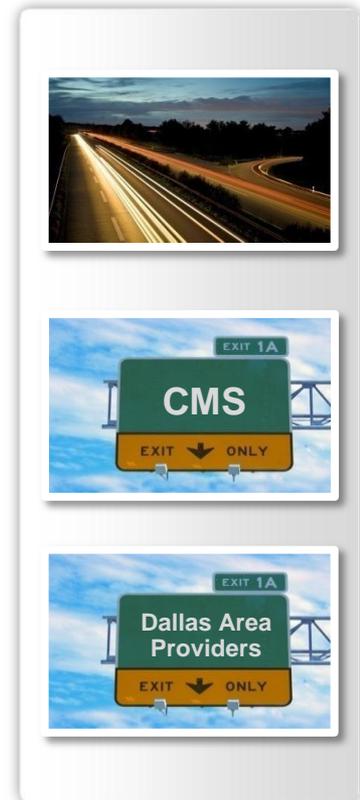
http://healthit.hhs.gov/portal/server.pt?open=512&objID=1407&parentname=CommunityPage&parentid=8&mode=2&in_hi_userid=11113&cached=true

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

CMS Gateway uses this NHIN standard

CMS esMD Gateway

- CMS built 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

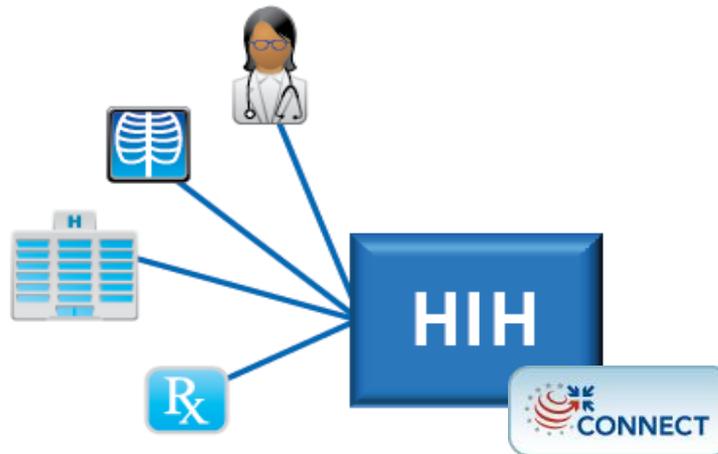


How Can Providers Obtain Access to a Gateway?

- 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
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
MediConnect
SunCoast RHIO, Inc.
LOISS, LTD.
MedFORCE Technologies

HIHs under Certification Process to Offer esMD Services
One Source Document Management
H&H Medical Records, LLC
MDclick
AT&T
Bluemark
Dorado Systems
Episode Alert
Quadax
UPMC
Verisma Systems

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

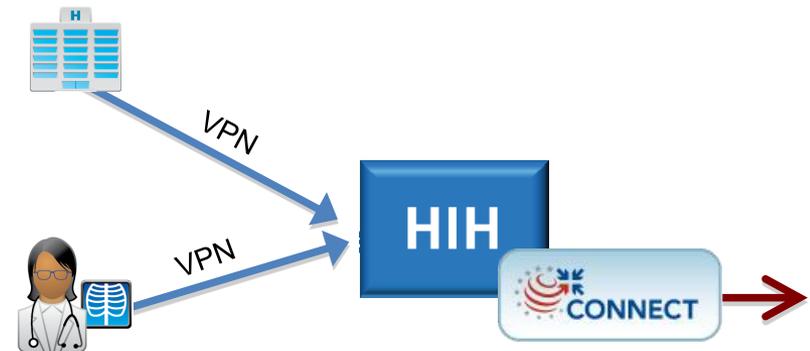
Where Will HIHs Offer esMD Services?

CMS Certified esMD HIHs	Targeting Providers
HealthIT Plus	AL, GA, TN, NC, SC, VA, WV, DE, DC, MD, NJ, PA, CT, and NY
HealthPort	Nationwide
IVANS	Nationwide
MRO	Nationwide
RISARC	Nationwide
ApeniMED Inc.	Nationwide
Cobius Healthcare Solutions	Nationwide
eSolutions, Inc.	Nationwide
IOD Incorporated	Nationwide
Medical Electronic Attachment (MEA)	Nationwide
Proficient Health	Nationwide
The SSI Group	Nationwide
Rycan Technologies, Inc.	Nationwide
Craneware	CT, NY, ME, MA, NH, RI, VT, NE, KS, IA, MO, NC, SC, VA, and WV
MediConnect	Nationwide
SunCoast RHIO, Inc.	Nationwide
LOISS, LTD.	Nationwide
MedFORCE Technologies	Nationwide

CMS Does Not Dictate How an HIE Communicates with Providers

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

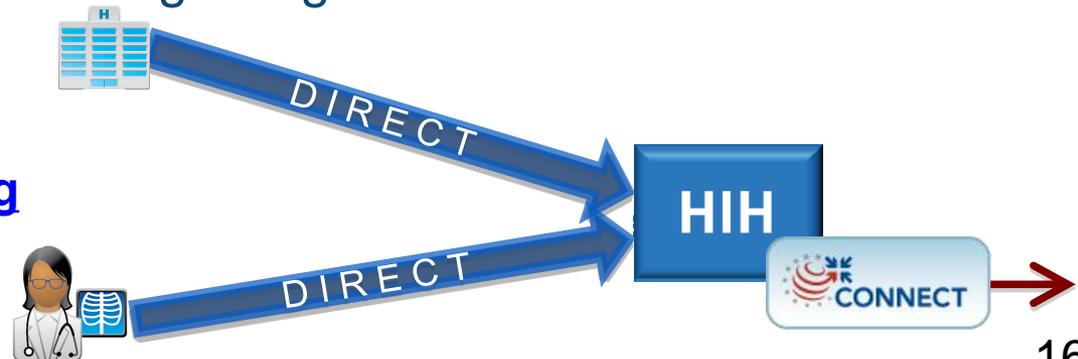
- going onsite to the provider's facility
- using a Virtual Private Network (VPN)
- using a secure web portal



➤ Some esMD HIEs are considering using DIRECT.

<http://directproject.org>

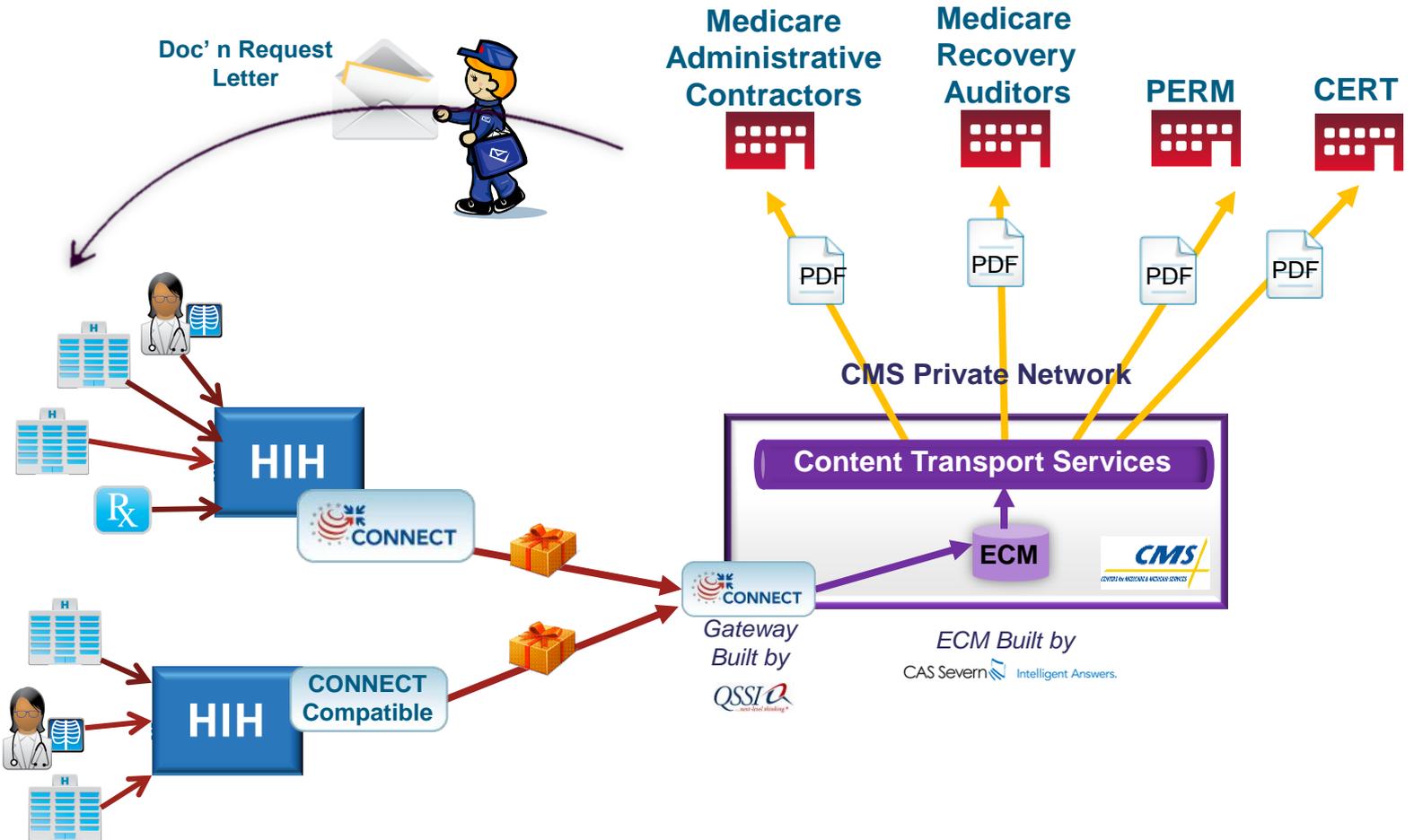
<http://wiki.directproject.org>



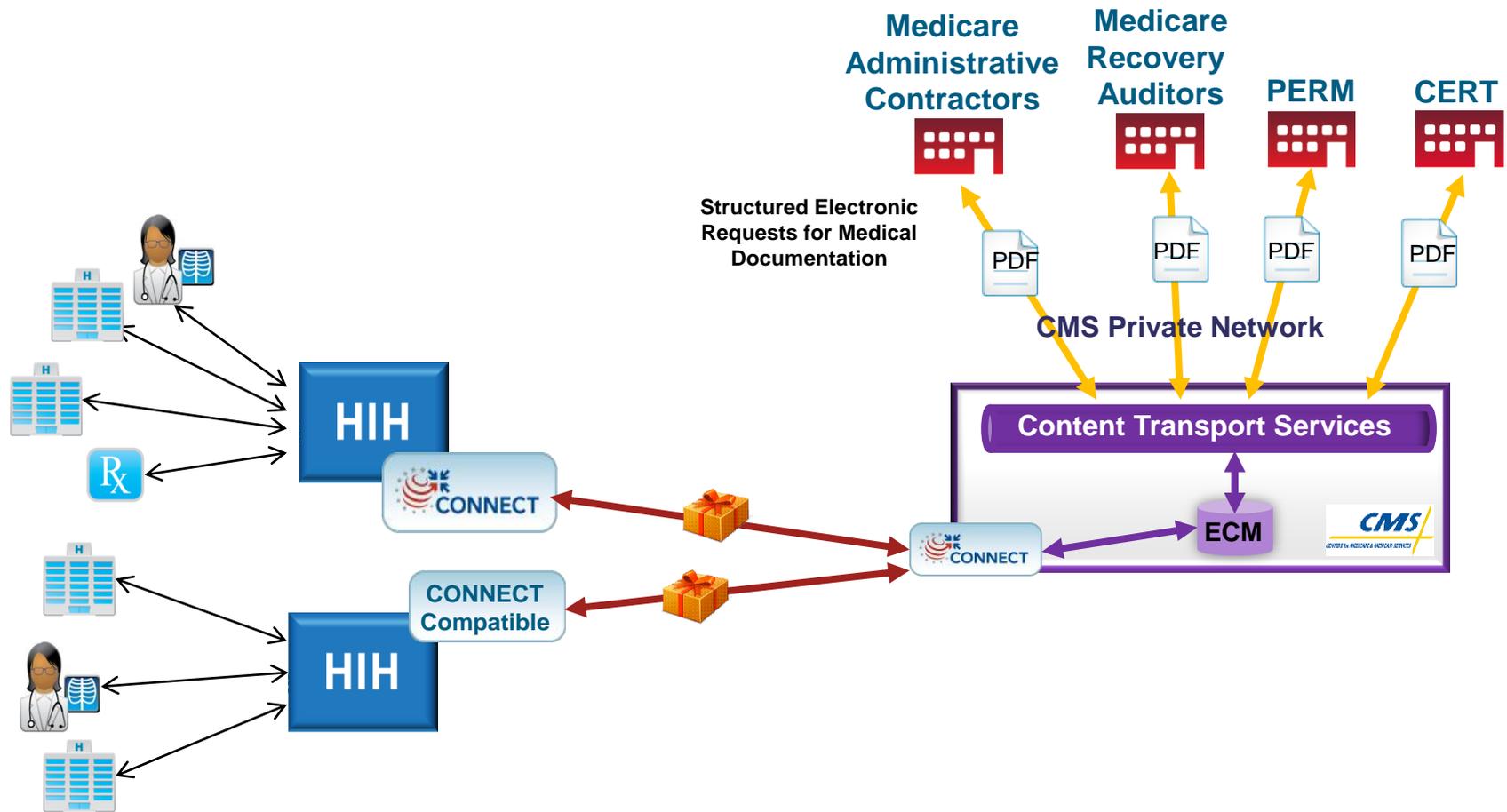
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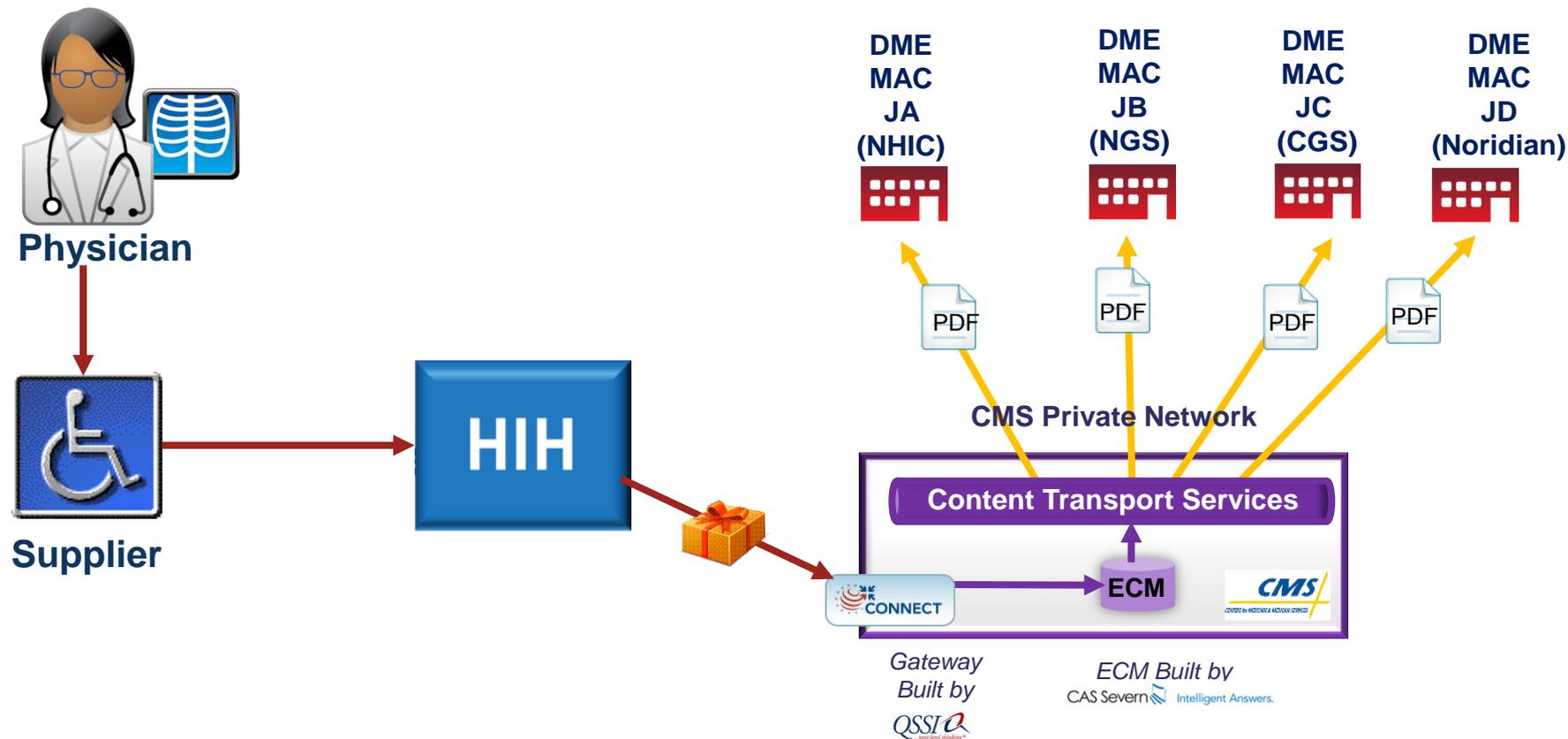
esMD Phase 1: September 2011



esMD Phase 2: Future Release



Prior Authorization (PA) of Power Mobility Devices (PMD) Submissions Through esMD



Prior Authorization Requests may be submitted directly to CMS via esMD. A Durable Medical Equipment (DME) supplier will obtain a letter of medical necessity and preauthorization from the provider and will submit the request for approval of health care based on medical necessity via esMD to CMS. The supplier will obtain preauthorization from the DME MAC before the request for DME is processed.

Current and Future Use Cases for esMD

INBOUND (esMD Phase 1)

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



We Are Here

OUTBOUND (esMD Phase 2)

- Structured Outbound Documentation Requests
- Power Mobility Device (PMD) Prior Authorization Response
- 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

- Unique Provider Count as of March 2013:
3,359



Current esMD Submission Statistics

Report Period : 9/15/2011 to 2/22/2013

Unique Provider Count: 3,148

Unique Claim Count: 207,256

Date and Time esMD Production DB Queried For This Report: 2/22/2013 6:00 AM

RCs/ HlHs (Parenthetical date in this column is the start	CERT (9/15/11)	DME MAC A (9/15/11)	DME MAC B (9/23/11)	DME MAC C (4/2/12)	DME MAC D (9/15/11)	MAC J1 (9/15/11)	MAC J4* (9/15/11 - 11/9/12)	MAC J5 (9/15/11)	MAC J8 (2/01/13)	MAC J9 (9/15/11)	MAC J10 (2/6/12)	MAC J11 (9/15/11)	MAC J12 (9/19/11)	MAC J13 (9/23/11)	MAC J14 (9/15/11)	MAC J15 (4/2/12)	MAC JF (9/15/11)	MAC JH (J4 + J7)* (11/1/12)	PERM (9/15/11)	RAC A (9/14/11)	RAC B (9/14/11)	RAC C (5/14/12)	RAC D (3/2/12)	Title 18 (12/17/12)	ZPIC 1 (1/28/13)	ZPIC 7 (1/28/13)	Total
ApeniMED (1/27/12)	37	1						1			168	24				38			4		27	1,277	67				1,644
Cobius (2/1/12)	21							1				103		9					3	4,796	2,452	5,640	1,592				14,617
Craneware (8/07/12)																				440							440
eSolutions (1/23/12)	458	1,176	10,409	48,076	12,756	32	452	251	3	249	154	1,366	508	409	1,157	3,382	37	415		2	689	433		164		6	82,584
HealthIT+ (11/22/11)	137	1	25	38	318							3					55										577
HealthPort (9/15/11)	4												1								2						7
IOD Inc. (1/27/12)	19					11	35				21	57								13,568	10,547	20,004	3,624				47,886
IVANS (9/15/11)	428	1,294	2,666	5,694	3,542	1,569	1,712	235		21,961	94	904	3	543	380	298	136	208		20	10	307	1,662	42	607		44,315
LOISS LTD (11/23/12)						113											52						74				239
MEA (1/23/12)	51	748	1,907	1,824	2,902	593	1	291		3,036	268	845	2	44	139	134		193		891	1,521	14,851	713				30,954
MedFORCE (12/14/12)		6	10	10	74																						100
Mediconnect (8/31/12)																											0
MRO (10/21/11)	340						91	3	1		51	791	1,836	68		218	48	10		22,292	3,895	5,724	1,573				36,941
Navinet (9/29/11)						12	29			578			30		1												650
Proficient (5/22/12)						1							1								10						12
RISARC (9/30/11)						2,694				194			1				271						3,564				6,724
Rycan (7/18/12)	2																										2
SSI (5/18/12)						2										746					518						1,266
SunCoast RHIO (10/29/12)																											0
Total	1,497	3,226	15,017	55,642	19,592	5,027	2,320	782	4	26,018	756	4,093	2,382	1,073	1,677	4,816	599	826	7	42,009	19,661	48,246	12,869	206	607	6	268,958

For More Information

To contact anyone on the esMD Team:

esMDTeam@qssinc.com

CMS esMD Website:

www.cms.gov/esMD

CONNECT Website:

<http://www.connectopensource.org>

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Questions From the Audience

