



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

JOYCE DAVIS

Health Insurance Specialist,
CMS / OFM / Provider Compliance Group

LAURA HIGDON

Technical Writer,
QSSI-esMD Project

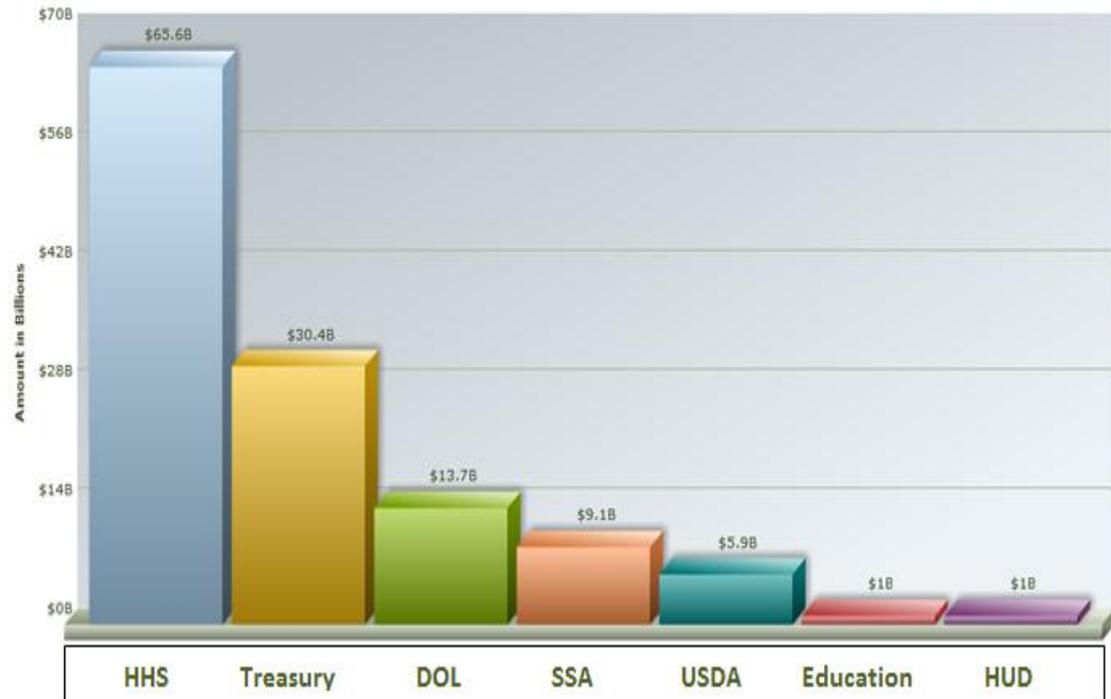
Agenda

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**.

Improper Payments by Agency (FY 2011)



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

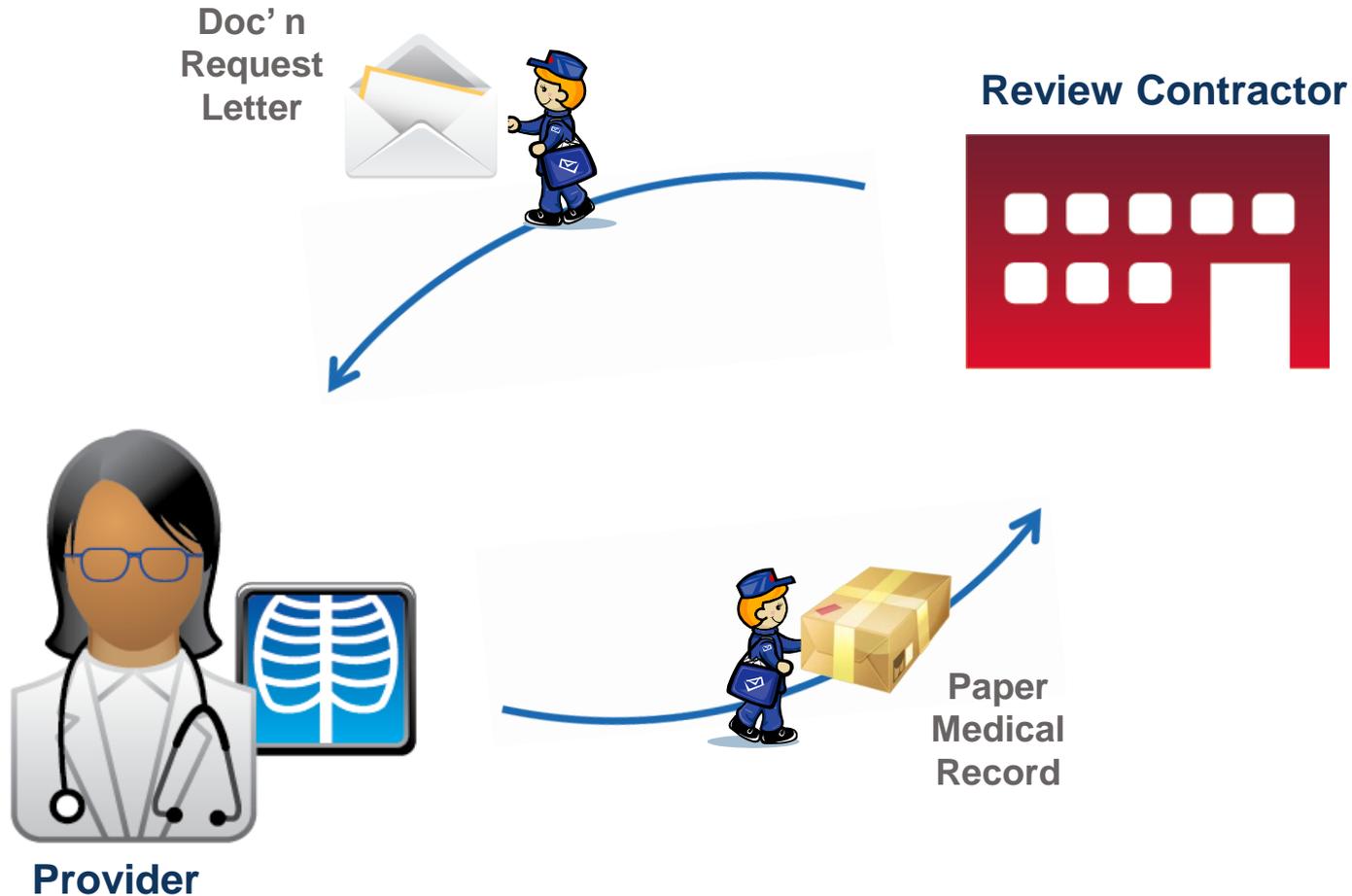
- **George Mills**, Director
- **Melanie Combs-Dyer**, Deputy Director

➤ 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.

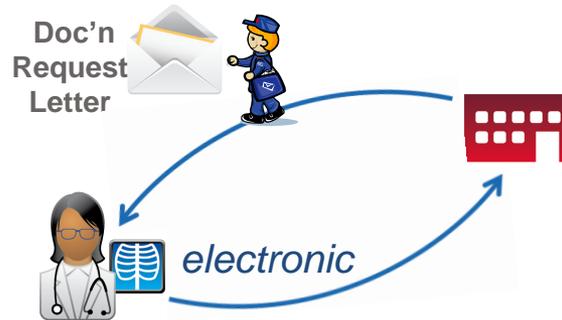
| Medical documentation request are also sent by: | Overseen by: |
|---|--------------|
| MAC Cost Report Audit Departments | OFM/FSG |
| Coordination of Benefit Contractor | OFM/FSG |
| HITECH Auditor | OFM/FSG |
| QIOs | OCSQ |
| QICs | CM |

Pre-esMD Paper Medical Documentation Process



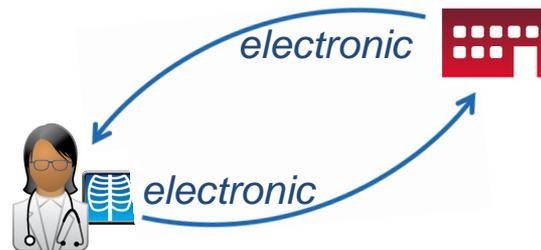
The Solution: Electronic Submission of Medical Documentation (esMD)

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 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 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 Early 2013 |
|--|
| Medicare Administration J8 (WPS) |
| Legacy Contractor Title 18 (NGS) |
| Supplemental Medical Review Contractor(SMRC) |

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

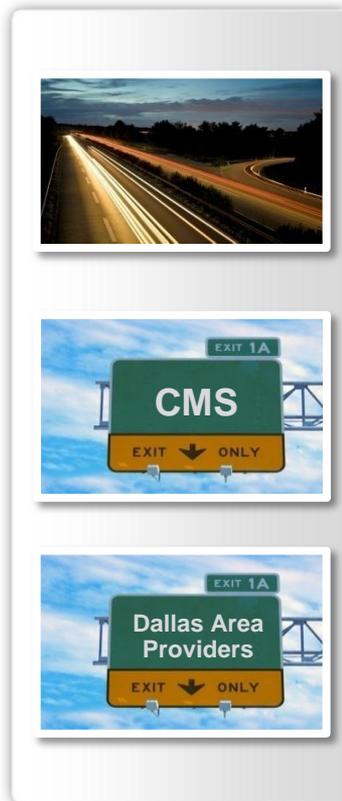
http://healthit.hhs.gov/portal/server.pt?open=512&objID=1407&parentname=CommunityPage&parentid=8&mode=2&in_hi_userid=11113&cached=true

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

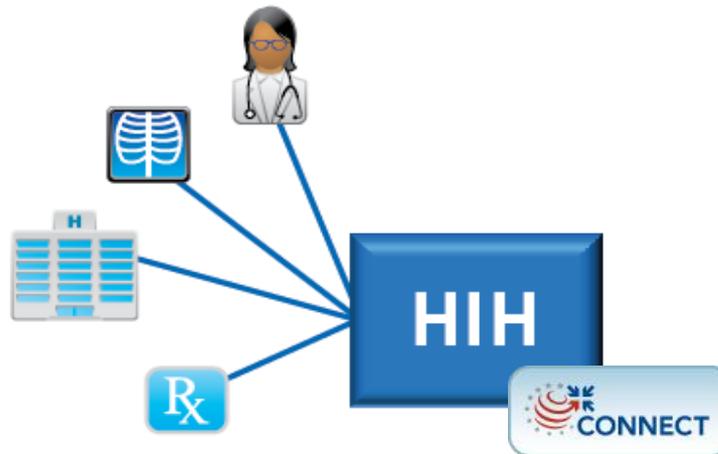


How Can Providers Obtain Access to a Gateway?

- 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. |

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

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

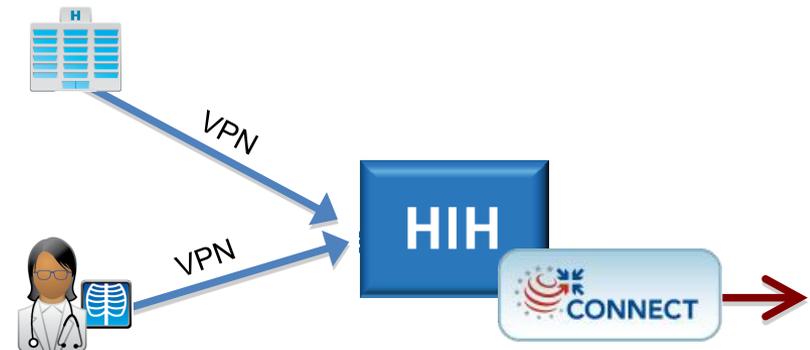
Where Will HIHs Offer esMD Services?

| 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 |
| 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 | 8/07/2012 | X | X | | X | | X | X | | X | X |
| MediConnect | 8/31/2012 | X | X | X | X | X | X | X | X | X | X |
| SunCoast RHIO | 10/29/2012 | | | | | X | | | | X | |
| LOISS, LTD. | 11/23/2012 | X | X | X | 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:

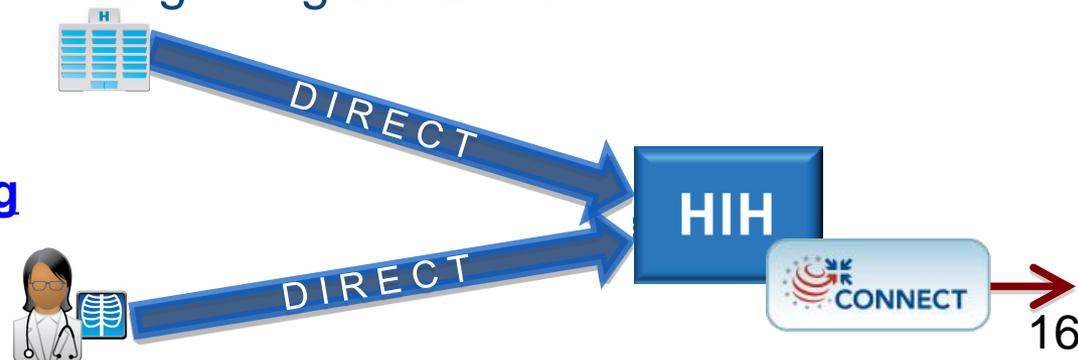
- going onsite to the provider's facility
- using a Virtual Private Network (VPN)
- using a secure web portal



➤ Some esMD HIEs are considering using DIRECT.

<http://directproject.org>

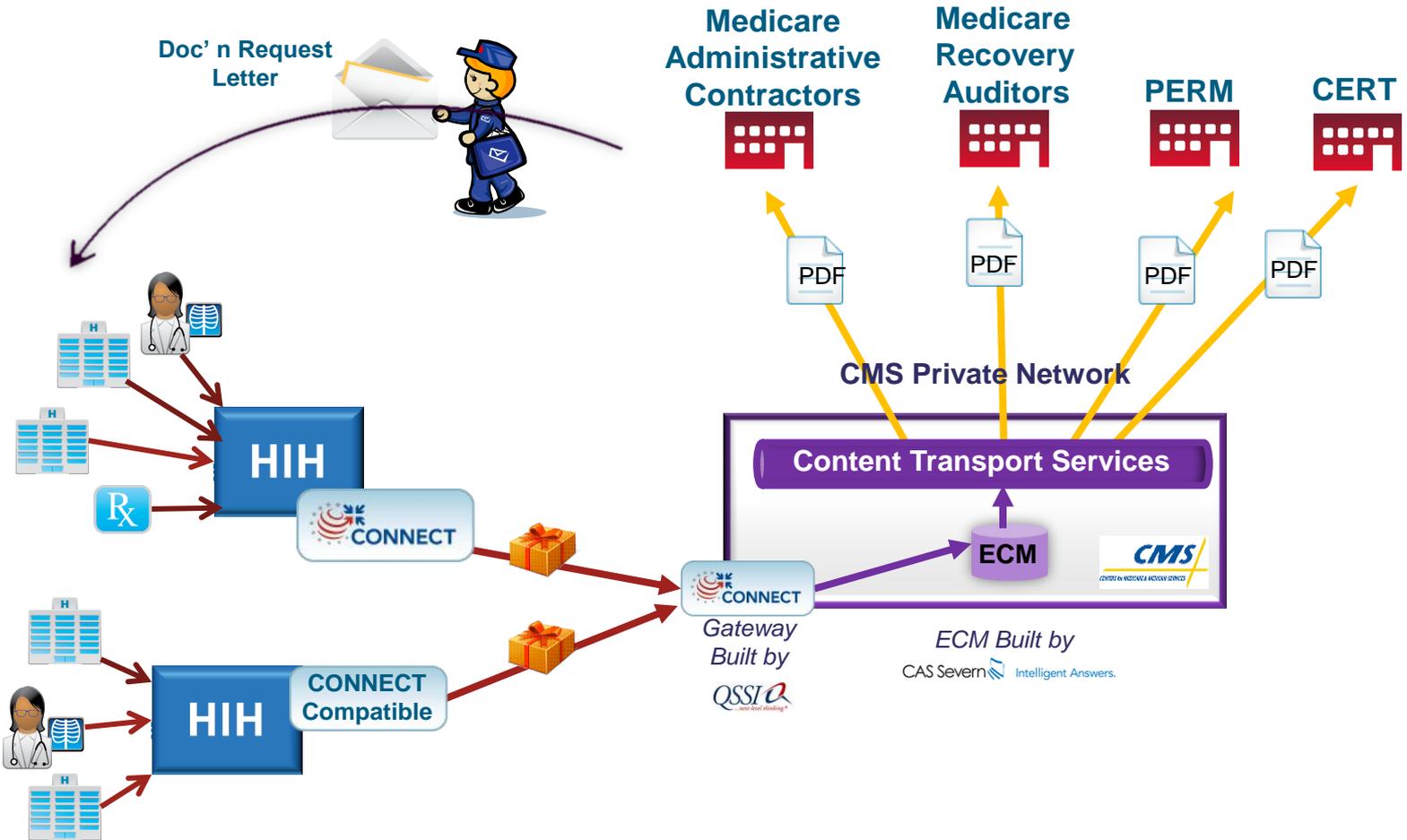
<http://wiki.directproject.org>



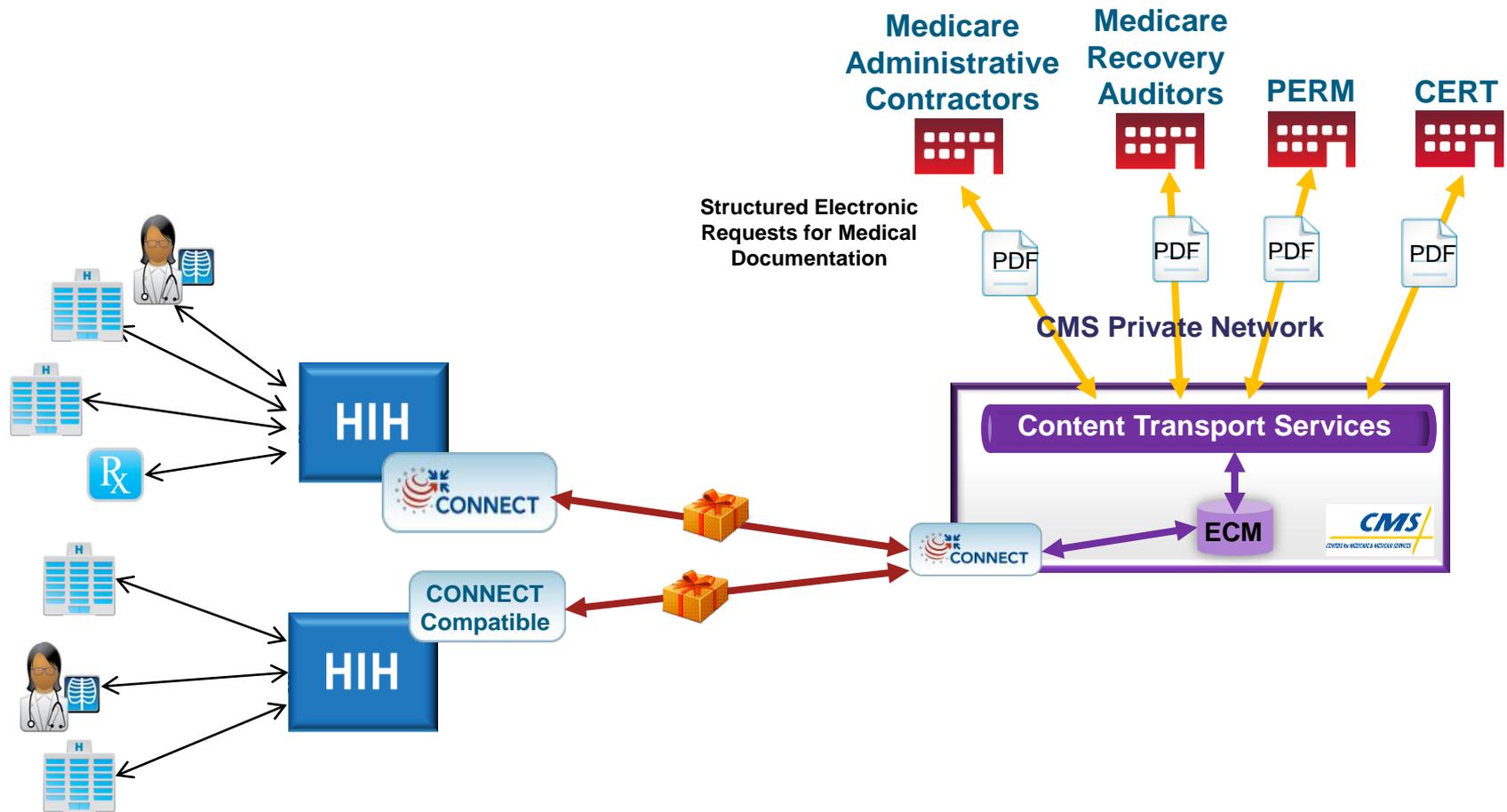
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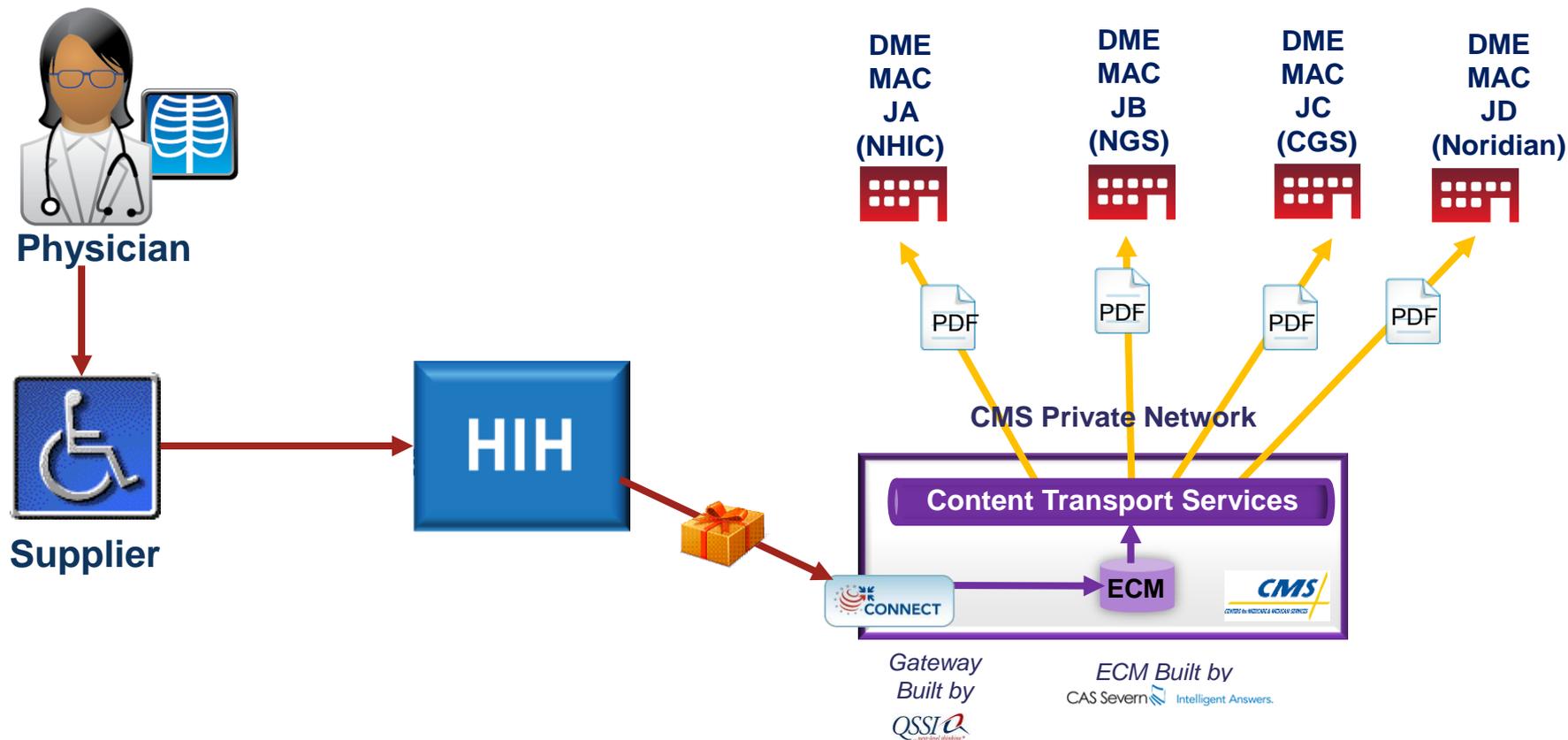
esMD Phase 1: September 2011



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
- Prior Authorization (PA) of Power Mobility Devices (PMD) 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)

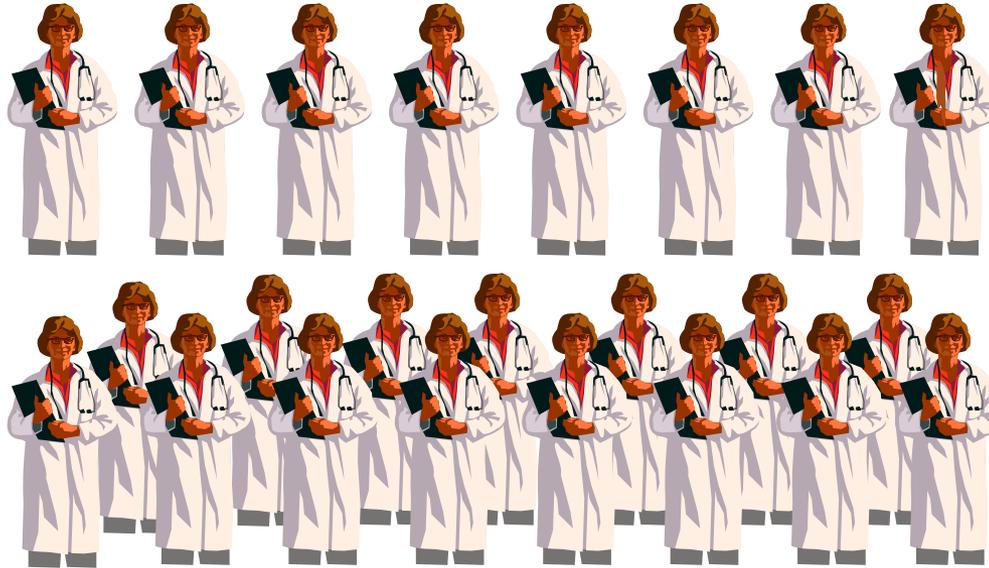
- Structured Outbound Documentation Requests
- Review Results Letters
- Demand Letters
- Etc.

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 December 2012:
2,142



Current esMD Submission Statistics

Report Period : 9/15/2011 to 12/07/2012

Unique Provider Count: 2,142

Unique Claim Count: 132,911

Date and Time esMD Production DB Queried For This Report: 12/07/2012 - 6 AM EST

Note: esMD Production Server was up and running this week and there were no outages

| | RAC A (9/14/11) | RAC B (9/14/11) | RAC C (5/14/12) | RAC D (3/2/12) | MAC J1 (9/15/11) | MAC JF (9/15/11) | MAC J4 (9/15/11 - 11/9/12) | MAC JH (J4 + J7)* (11/1/12) | MAC J5 (9/15/11) | 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) | DME MAC A (9/15/11) | DME MAC B (9/23/11) | DME MAC C (4/2/12) | DME MAC D (9/15/11) | CERT (9/15/11) | PERM (9/15/11) | Total |
|---|--------------------|--------------------|--------------------|-------------------|---------------------|---------------------|----------------------------------|-----------------------------------|---------------------|---------------------|---------------------|----------------------|----------------------|----------------------|----------------------|---------------------|---------------------------|---------------------------|--------------------------|---------------------------|-------------------|-------------------|----------------|
| RCs/ HIHs (Parentetical date in this column is the start date for this HIH) | | | | | | | | | | | | | | | | | | | | | | | |
| HealthPort (9/15/11) | | 2 | | | | | | | | | | | | | | | | | | | 2 | | 4 |
| IVANS (9/15/11) | 20 | 2 | 74 | 1,340 | 1,184 | 103 | 1,712 | 8 | 151 | 16,306 | 1 | 815 | 1 | 524 | 302 | 50 | 1,019 | 1,974 | 3,355 | 2,965 | 365 | | 32,271 |
| Navinet (9/29/11) | | | | | 12 | | 29 | | | 578 | | | 30 | | 1 | | | | | | | | 650 |
| RISARC (9/30/11) | | | | 2,045 | 1,620 | 166 | | | | 46 | | | | | | | | | | | | | 3,877 |
| MRO (10/21/11) | 17,405 | 2,913 | 2,824 | 1,125 | | 41 | 91 | | | | 51 | 687 | 1,248 | 55 | | 156 | | | | | | 224 | 26,820 |
| HealthIT+ (11/22/11) | | | | | | 55 | | | | | | | | | | | 1 | 23 | 38 | 287 | 134 | | 538 |
| MEA (1/23/12) | 422 | 976 | 8,343 | 376 | 61 | | 1 | | 118 | 653 | 3 | 741 | | 32 | 82 | 87 | 18 | 558 | 136 | 216 | 18 | | 12,841 |
| eSolutions (1/23/12) | | 464 | 8 | | 24 | | 452 | | 9 | 204 | 3 | 847 | 343 | 316 | 669 | 2,290 | 1,048 | 8,284 | 26,132 | 5,086 | 276 | | 46,455 |
| ApeniMED (1/27/12) | | | 1,114 | 67 | | | | | 1 | | 150 | 24 | | | | 19 | 1 | | | | 32 | 4 | 1,412 |
| IOD Inc. (1/27/12) | 11,128 | 6,440 | 8,247 | 2,042 | 11 | | 35 | | | | | 57 | | | | | | | | | 3 | | 27,963 |
| Cobius (2/1/12) | 2,263 | 600 | 2,739 | 742 | | | | | | | | 88 | | | | | | | | | 9 | 1 | 6,442 |
| SSI (5/18/12) | | 121 | | | 2 | | | | | | | | | | | 338 | | | | | | | 461 |
| Proficient (5/22/12) | | | | | | | | | | | | | | | | | | | | | | | 0 |
| Rycan (7/18/12) | | | | | | | | | | | | | | | | | | | | | | | 0 |
| Craneware (8/07/12) | | | | | | | | | | | | | | | | | | | | | | | 0 |
| Mediconnect (8/31/12) | | | | | | | | | | | | | | | | | | | | | | | 0 |
| SunCoast RHIO (10/29/12) | | | | | | | | | | | | | | | | | | | | | | | 0 |
| LOISS LTD (11/23/12) | | | | | | | | | | | | | | | | | | | | | | | 0 |
| Total | 31,238 | 11,518 | 23,349 | 7,737 | 2,914 | 365 | 2,320 | 8 | 279 | 17,787 | 208 | 3,259 | 1,622 | 927 | 1,054 | 2,940 | 2,087 | 10,839 | 29,661 | 8,554 | 1,063 | 5 | 159,734 |

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

