January

Electronic Submission of Medical Documentation

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

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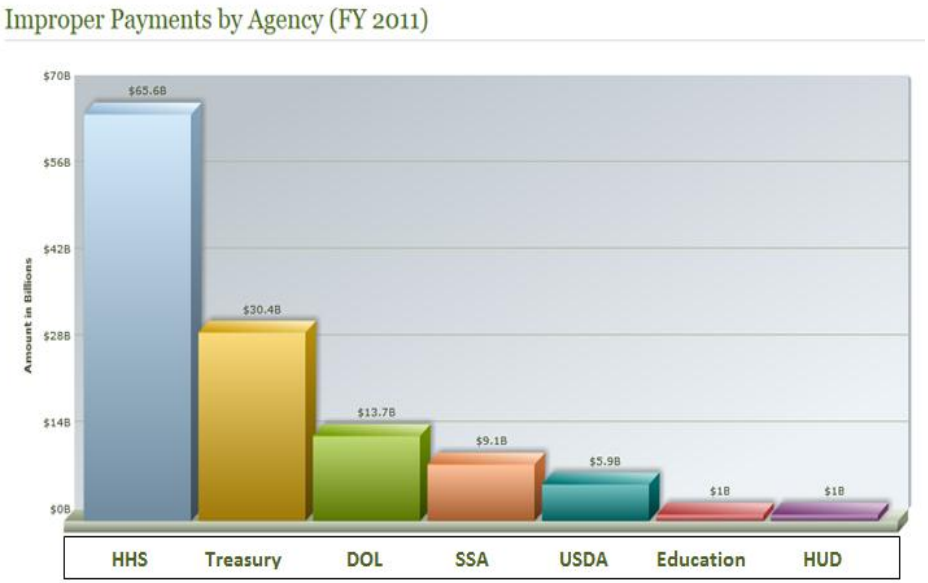
Agenda

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 <u>each year</u>
  - 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

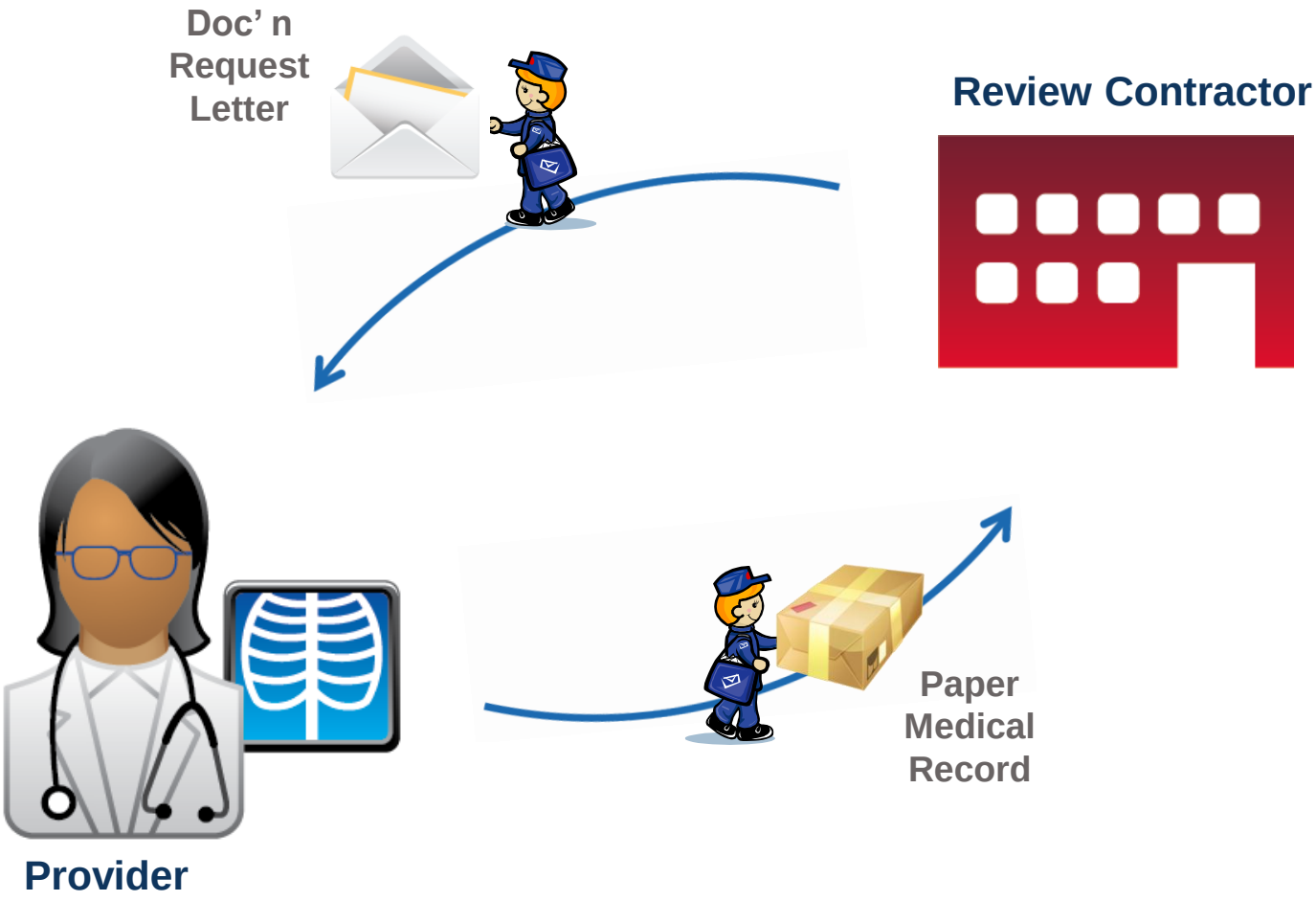
- **Medical Documentation Requests are sent by**:
  - Medicare Administrative Contractors (MACs) Medical Review (MR) Departments
  - Comprehensive Error Rate Testing Contractor (CERT)
  - Payment Error Rate Measurement Contractor (PERM)
  - Medicare Recovery Auditors (formerly called RACs)

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 Contractor	OFM/FSG
HITECH Auditor	OFM/FSG
QIOs	OCSQ
QICs	CM

Pre-esMD Paper Medical Documentation Process

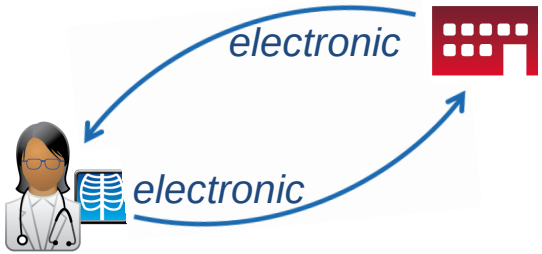


The Solution: Electronic Submission of Medical Documentation (esMD)

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 (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)

Planning for Early 2013
Supplemental Medical Review Contractor (SMRC)
ZPIC Zone 1
ZPIC Zone 7

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

CMS Gateway uses this NHIN standard

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

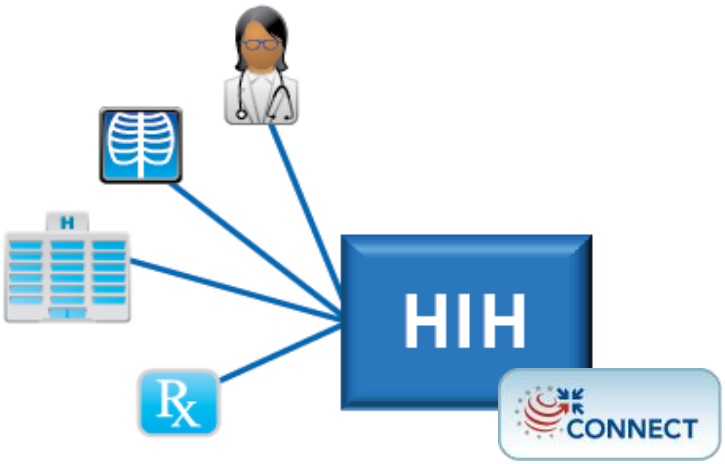
CMS esMD Gateway

- 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
UPMC
Verisma Systems

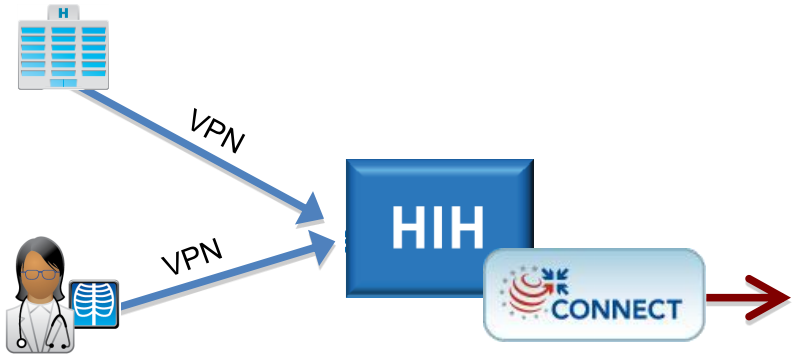
- Note: Are not funded by CMS or ONC
- For an updated list, visit: www.cms.gov/esMD

Where Will HIHs Offer esMD Services?

CMS Certified esMD HIH	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 HIH Communicates with Providers

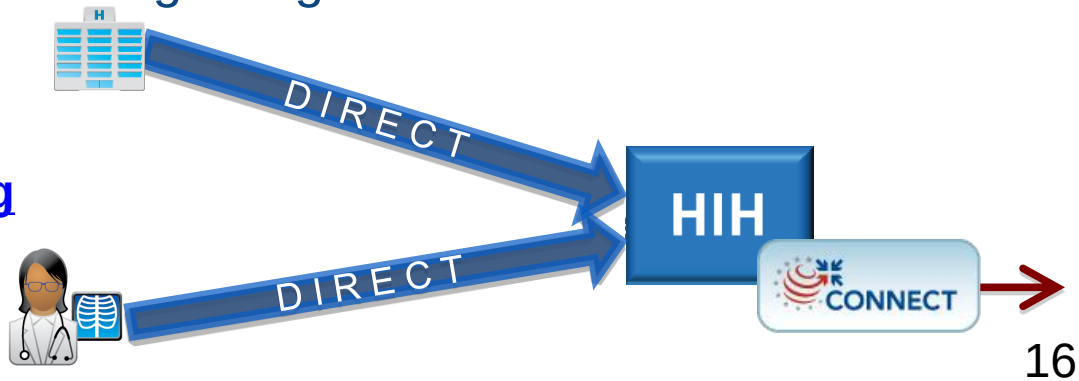
- Some esMD HIHs plan to ingest a provider's medical records and metadata by:
  - going onsite to the provider's facility
  - using a Virtual Private Network (VPN)
  - using a secure web portal



- Some esMD HIHs are considering using DIRECT.

http://directproject.org

http://wiki.directproject.org



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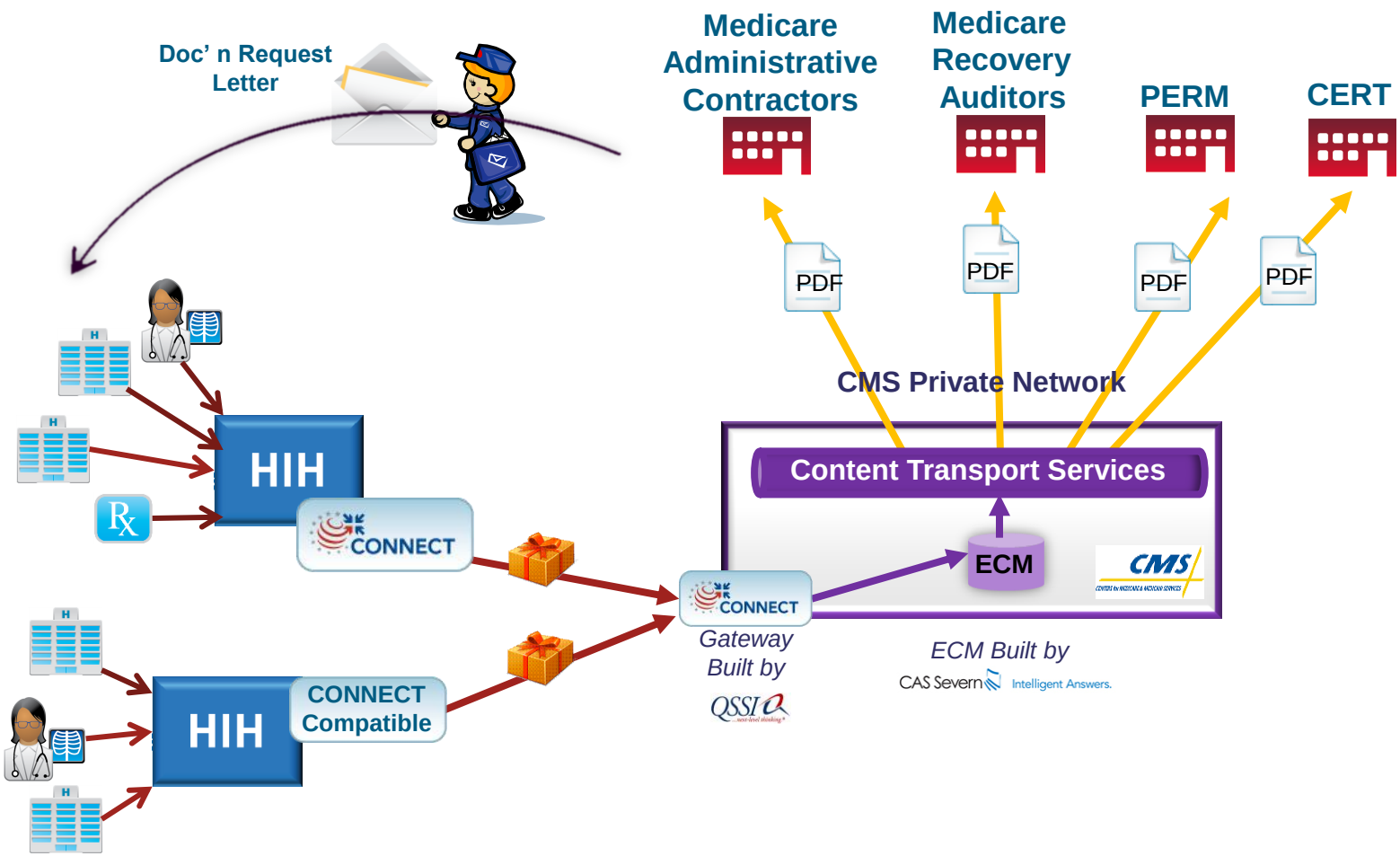
esMD Phase 1: September 2011



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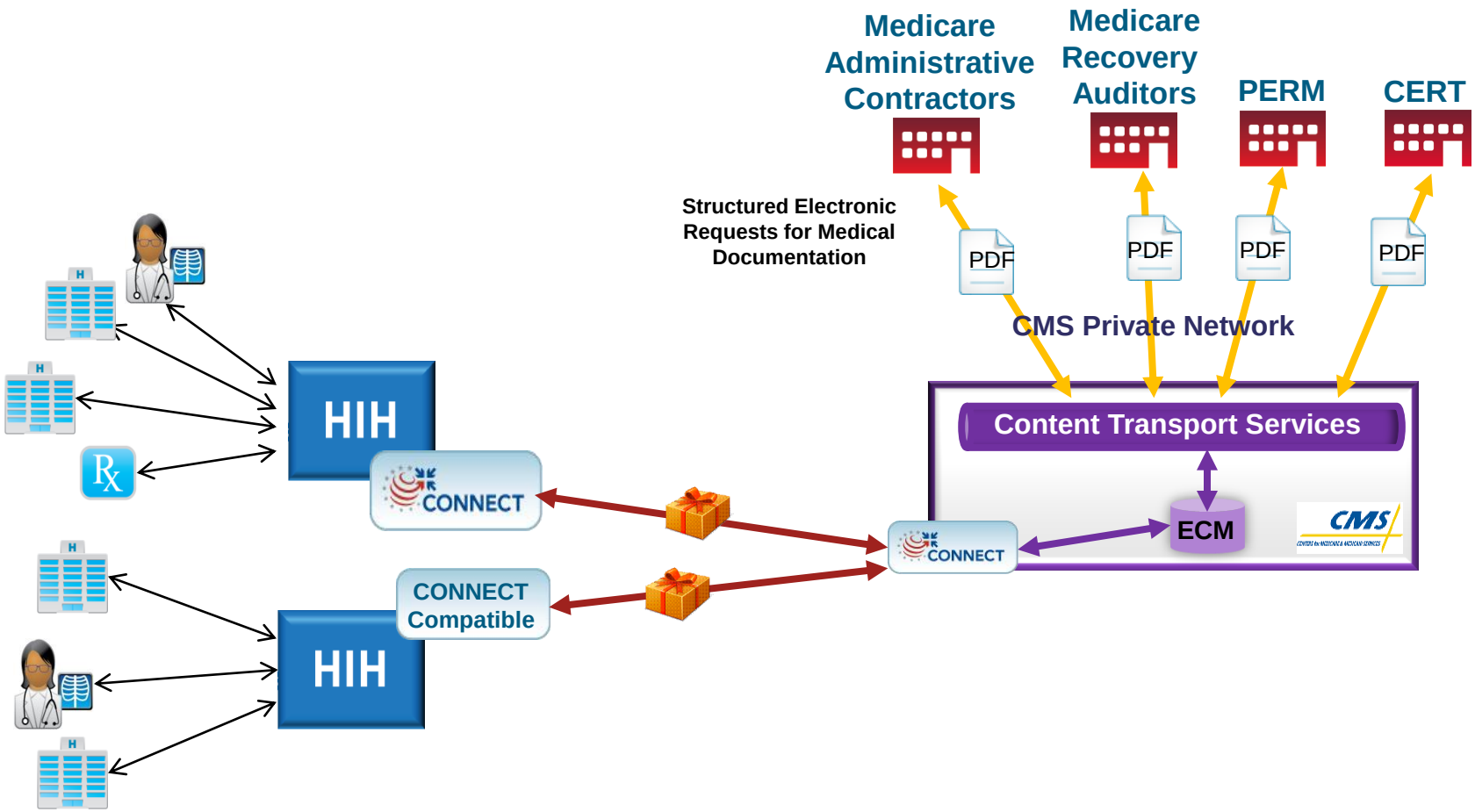
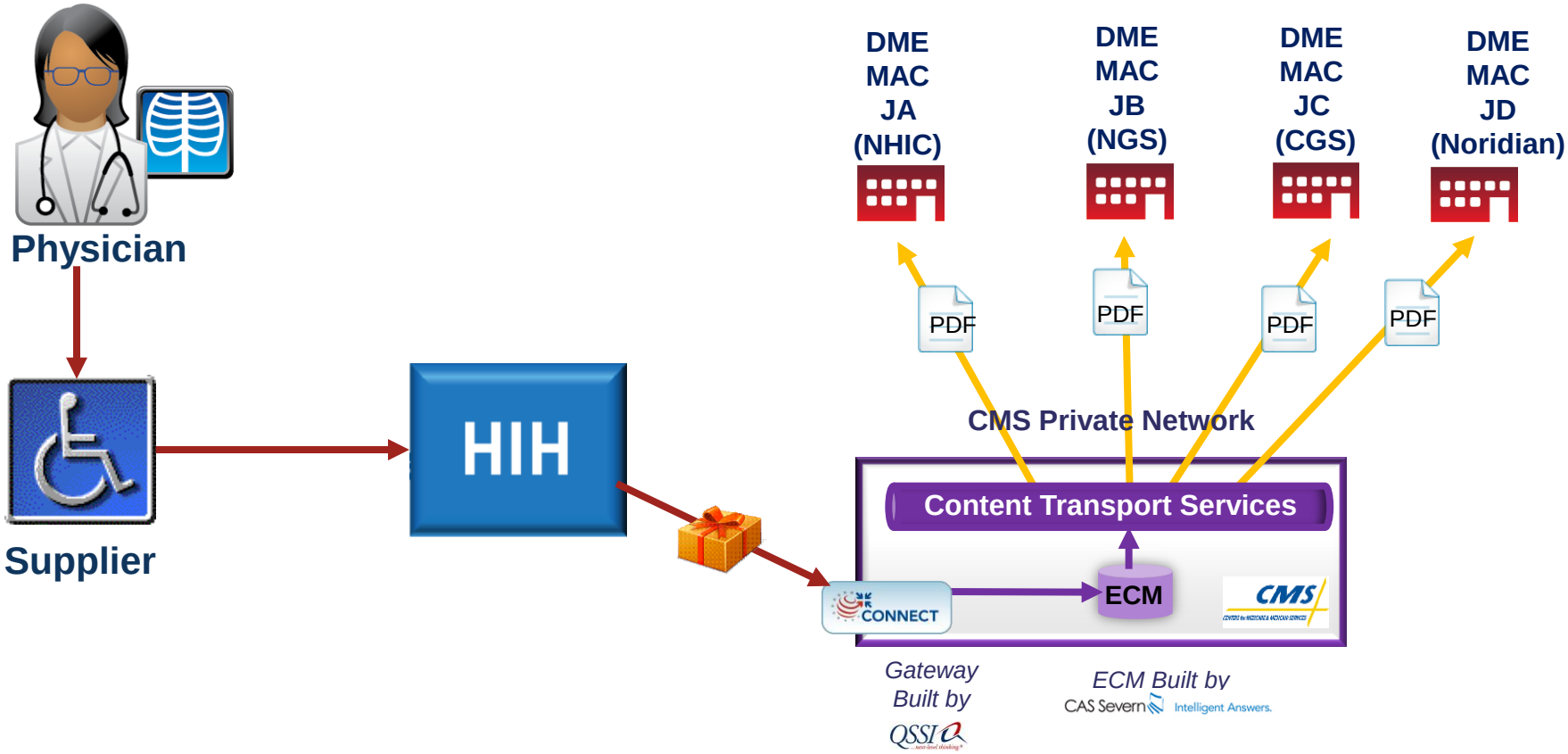
esMD Phase 2: Future Release



Electronic Submission of Medical Documentation

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 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 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 January 2013:**
  2,478

Current esMD Submission Statistics

Report Period : 9/15/2011 to 1/11/2013

Unique Provider Count: 2,478

Unique Claim Count: 160,935

Date and Time esMD Production DB Queried For This Report: 1/11/2013 - 6 AM EST

RCs/ HIHs (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 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)	Title 18 (12/17/12)	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
HealthPort (9/15/11)		2																				3		**5**
IVANS (9/15/11)	20	2	145	1,497	1,256	103	1,712	8	178	17,964	21	817	1	529	330	124		1,167	2,216	4,292	3,290	402		36,074
Navinet (9/29/11)					12		29			578			30		1									650
RISARC (9/30/11)				2,635	2,148	192				85														5,060
MRO (10/21/11)	19,669	3,068	3,518	1,216		44	91				51	762	1,452	58		185						271		30,385
HealthIT+ (11/22/11)						55												1	23	38	287	136		540
MEA (1/23/12)	595	1,049	10,127	401	204		1	17	139	1,190	41	838		35	91	111		163	1,129	642	986	30		17,789
eSolutions (1/23/12)		575	26		24	19	452	70	75	204	6	913	366	338	817	2,671	37	1,069	9,361	30,621	7,675	346		55,665
ApeniMED (1/27/12)			1,277	67					1		162	24				36		1				37	4	1,609
IOD Inc. (1/27/12)	12,037	7,721	12,761	2,574	11		35					57										3		35,199
Cobius (2/1/12)	2,499	1,146	3,809	1,157								102										12	3	8,728
SSI (5/18/12)		121			2											552								675
Proficient (5/22/12)																								**0**
Rycan (7/18/12)																								**0**
Craneware (8/07/12)	70																							70
Mediconnect (8/31/12)																								**0**
SunCoast RHIO (10/29/12)																								**0**
LOISS LTD (11/23/12)					2	23																		25
MedFORCE (12/14/12)																								0
Total	**34,890**	**13,684**	**31,663**	**9,547**	**3,659**	**436**	**2,320**	**95**	**393**	**20,021**	**281**	**3,513**	**1,849**	**960**	**1,239**	**3,679**	**37**	**2,401**	**12,729**	**35,593**	**12,238**	**1,240**	**7**	**192,474**

Electronic Submission of Medical Documentation

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