



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

### **JOYCE DAVIS**

Health Insurance Specialist,  
CMS / OFM / Provider Compliance Group

### **LAURA HIGDON**

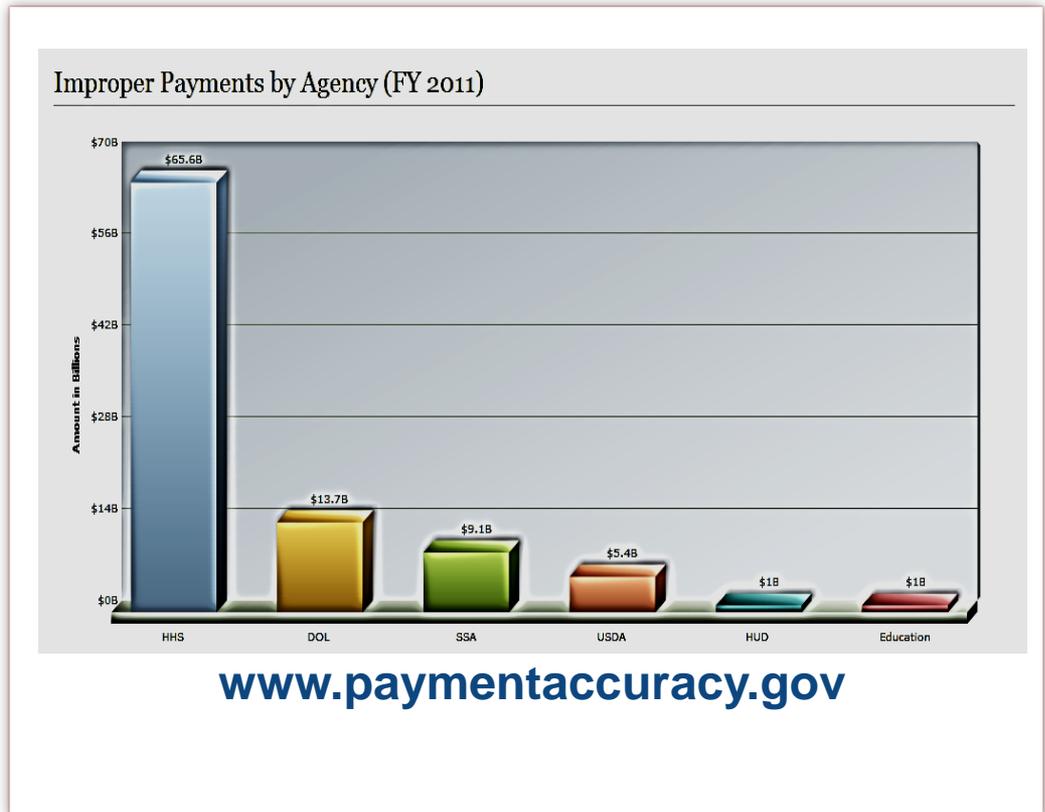
Technical Writer,  
QSSI-esMD Project

# 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**.



# 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.

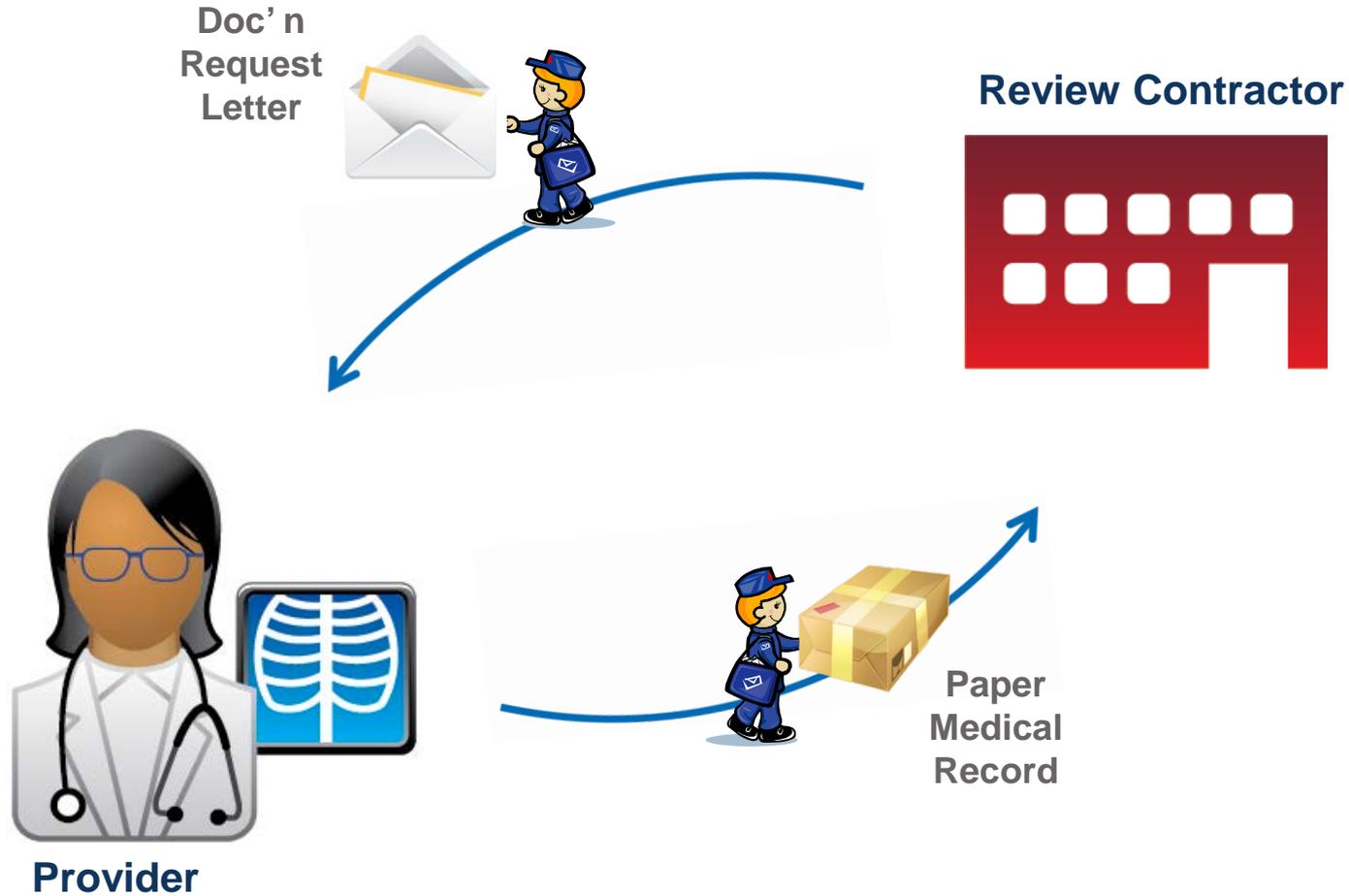
➤ Claim review contractors currently receive most medical documentation in **paper** form or via fax.

These contractors are overseen by OFM/PCG

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

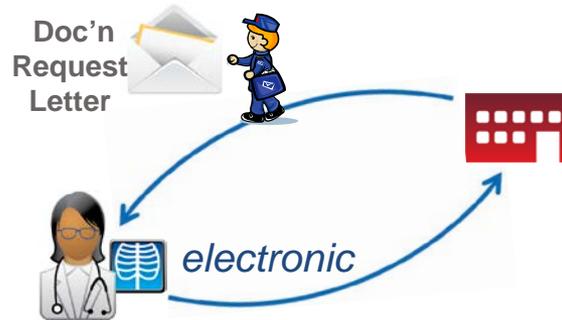
Medical documentation request are also sent by:	Overseen by:
MAC Cost Report Audit Departments	OFM/FSG
Coordination of Benefit Contractor	OFM/FSG
HITECH Auditor	OFM/FSG
QIOs	OCSQ
QICs	CM

# Pre-esMD Paper Medical Documentation Process



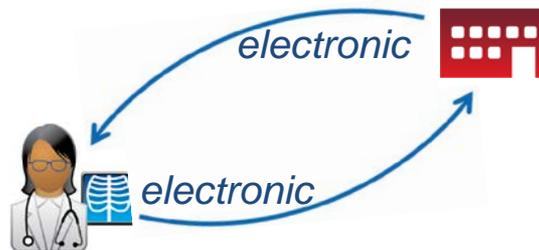
# The Solution: Electronic Submission of Medical Documentation (esMD)

## 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 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 Fall/Winter 2012

Medicare Administration J8 (WPS)  
Legacy Contractor Title 18 J6 (NGS)

## Planning for Phase 2 of esMD

ZPIC Zone 1 (SGS)  
ZPIC Zone 7 (SGS)

For updated list, visit to: [www.cms.gov/esMD](http://www.cms.gov/esMD).

\*Merger of MAC J4 & J7 into MAC JH (Novitas Solutions).

# The Nationwide Health Information Network

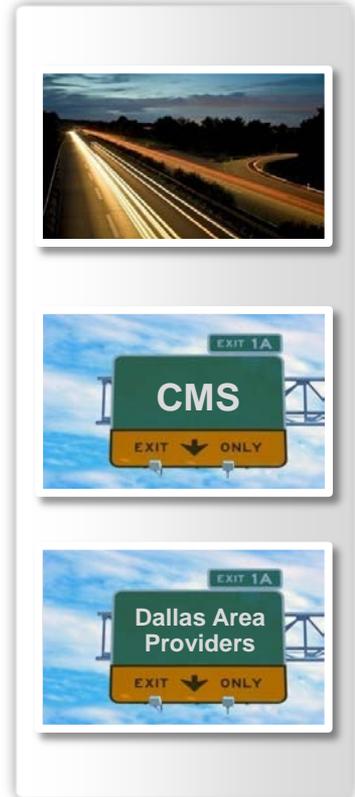
- Is a set of **standards, protocols, legal agreements, and specifications** that a consortium of health information organizations have agreed are necessary for **secure and private** exchange of health information over the public internet.
- Is overseen by the Office of the National Coordinator for 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

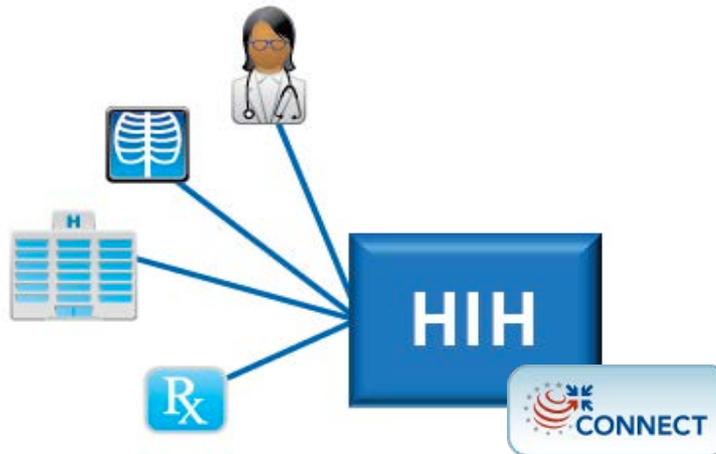


# How Can Providers Obtain Access to a Gateway?

- 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
MediConnect
SunCoast RHIO, Inc.

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

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

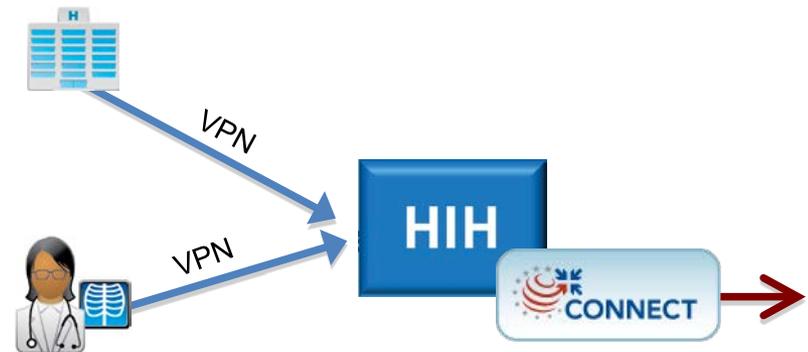
# Where Will HIHs Offer esMD Services?

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	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	

# CMS Does Not Dictate How an HIE Communicates with Providers

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

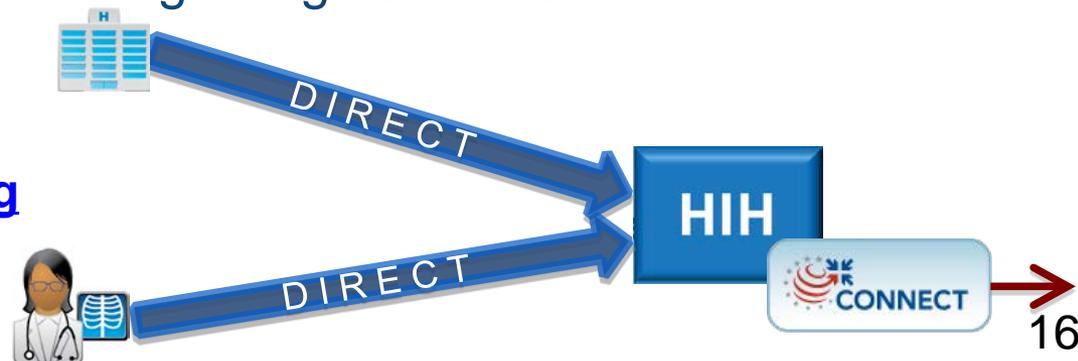
- going onsite to the provider's facility
- using a Virtual Private Network (VPN)
- using a secure web portal



➤ Some esMD HIEs are considering using DIRECT.

<http://directproject.org>

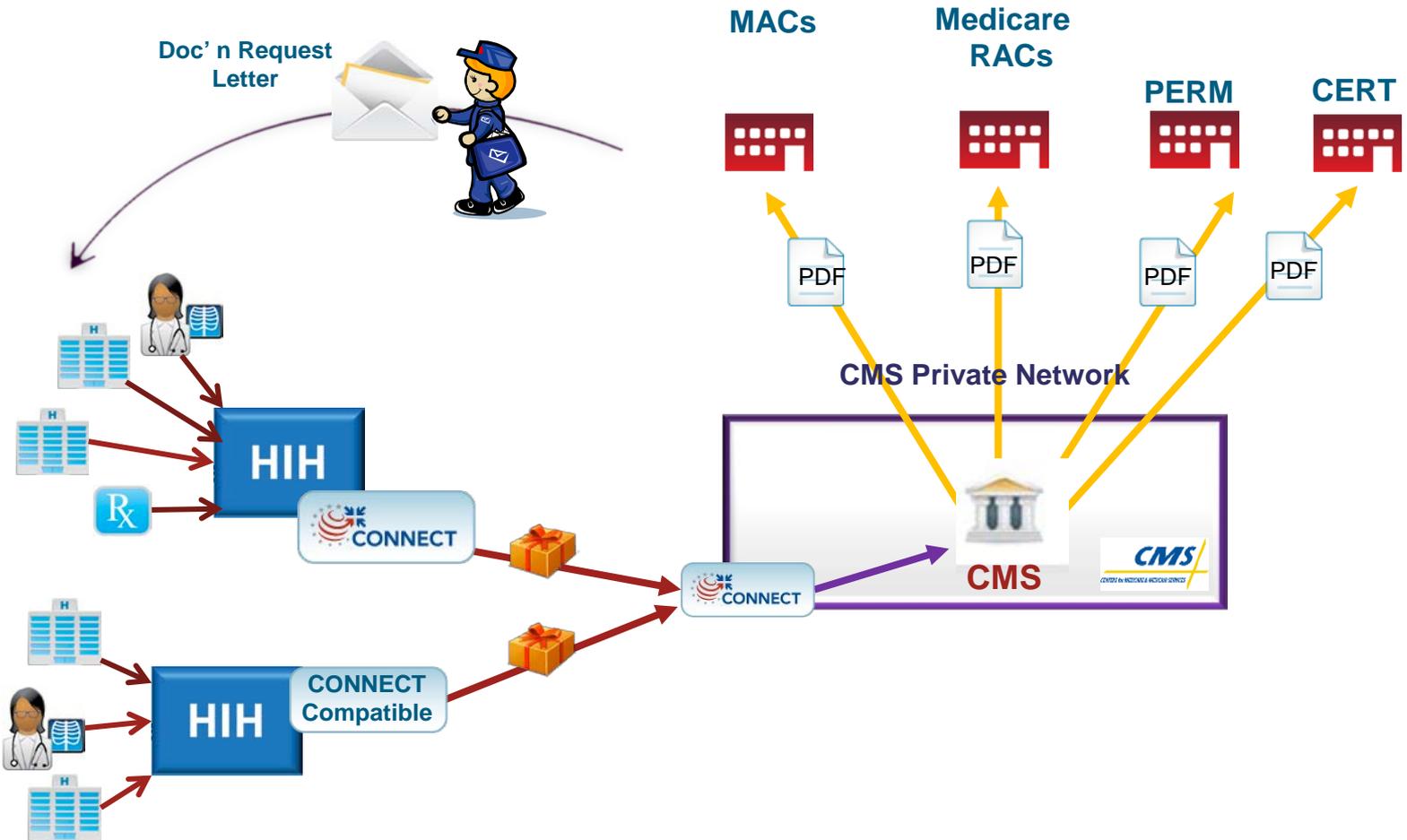
<http://wiki.directproject.org>



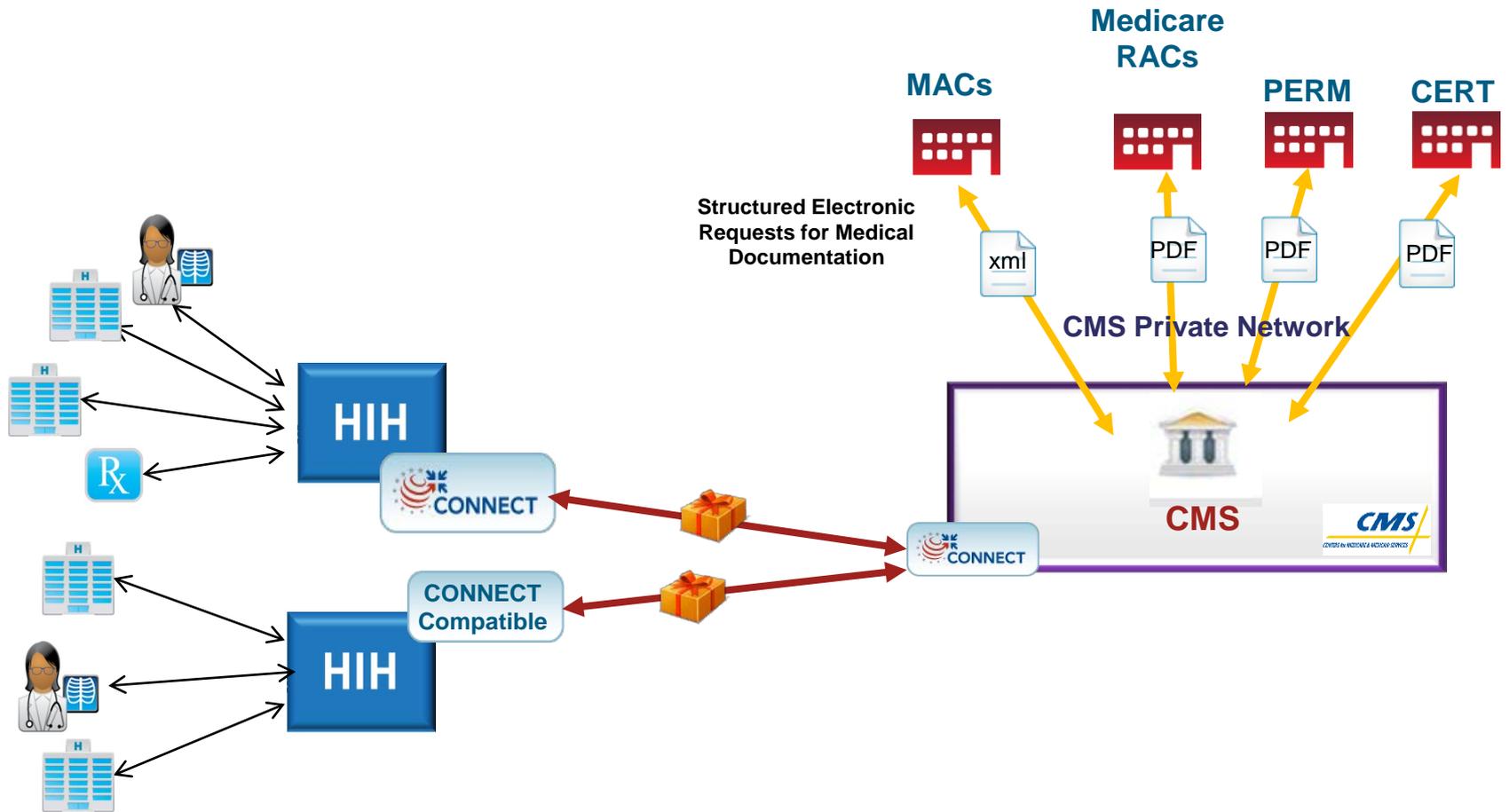
# Agenda

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
- ADMC Requests
- 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 November 2012:  
1,954**



# Current esMD Submission Statistics

Report Period : 9/15/2011 to 11/02/2012

Unique Provider Count: 1,954

Unique Claim Count: 108,060

Date and Time esMD Production DB Queried For This Report: 11/02/2012 - 6 AM EST

	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)	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)	PER M (9/15/11)	Total
RCs/ HIHs (Parenthetical date in this column is the start date for this HIH)																						
HealthPort (9/15/11)		2							13,7												2	4
IVANS (9/15/11)	14	2	43	865	1,119	90	1,712	134	51		813	1	521	280	45	851	1,59	2,53	2,67	307		27,354
Navinet (9/29/11)					12		29		561			30		1								633
RISARC (9/30/11)				1,4	1,117	144																2,726
MRO (10/21/11)	14,6	2,61	2,23	889		39	91			42	541	1,124	52		132						170	22,602
HealthIT+ (11/22/11)						55										1	23	38	287	134		538
MEA (1/23/12)	422	968	4,20	184	37		1	118	471	2	574		27	81	35		196	30	49	8		7,405
eSolutions (1/23/12)		452	4		20		452	3	196	3	795	312	298	581	1,738	1,04	6,81	23,7	2,90	175		39,536
ApeniMED (1/27/12)			872	41				1		102	21				8	1				19	3	1,068
IOD Inc. (1/27/12)	9,53	5,76	6,78	1,6	11		35				57											23,827
Cobius (2/1/12)	1,01	220	1,55	1							56											2,846
SSI (5/18/12)		67			2										20							89
Proficient (5/22/12)																						0
Rycan (7/18/12)																						0
Craneware (8/07/12)																						0
Mediconnect (8/31/12)																						0
<b>Total</b>	<b>25,6</b>	<b>10,0</b>	<b>15,70</b>	<b>5,08</b>	<b>2,318</b>	<b>328</b>	<b>2,320</b>	<b>256</b>	<b>14,97</b>	<b>149</b>	<b>2,857</b>	<b>1,467</b>	<b>898</b>	<b>943</b>	<b>1,978</b>	<b>1,89</b>	<b>8,62</b>	<b>26,35</b>	<b>5,91</b>	<b>815</b>	<b>3</b>	<b>128,628</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>

Follow Us on Twitter:

**@CMSGov (Look for #CMS\_esMD)**

# Questions From the Audience

