



**Electronic Submission of Medical Documentation (esMD)
Semi-Annual Program Report
October 1, 2012 - March 31, 2013**

Background

On September 15, 2011, CMS implemented the Electronic Submission of Medical documentation (esMD) system which enables providers to send medical documentation to review contractors electronically. The system is Exchange compatible, based on standards developed by the Office of the National Coordinator for Health IT

Healthcare providers and CMS review contractors believe that using the esMD system results in cost savings and increased efficiencies.

CMS uses several types of review contractors to measure, prevent, identify and correct improper payments or find potential fraud. These review contractors request medical documentation from the providers who submitted claims, and manually review the claims against the medical documentation to verify the providers' conformance with Medicare rules. To comply with the review contractor's requests for documentation, hospitals, physicians and other medical providers send medical documentation via mail, fax or esMD to the review contractor.

Using esMD is not mandatory for providers. Review contractors are prohibited from targeting providers for medical review just because they use esMD.¹ Additionally, esMD transactions are safe and secure because the esMD system uses ONC's Exchange gateway standards.

During the first half of fiscal year 2013:

- CMS added a new document type: Prior Authorization Request. A Prior Authorization Request is submitted when a provider requests prior authorization of a (non-emergency) health care item or service via esMD before the health care is provided. In September 2012, CMS began a new Prior Authorization demonstration program for Power Mobility Devices. CMS implemented a Prior Authorization process for Power Mobility Devices for people with Fee-For-Service Medicare who reside in seven states (CA, IL, MI, NY, NC, FL and TX) with high incidents of fraud and billing errors. In January 2013, CMS expanded the esMD system to allow Durable Medical Equipment Suppliers and Physicians to electronically send Prior Authorization Requests to the Durable Medical Equipment Medicare Administrative Contractors.
- The number of participants in the CMS esMD Program has grown tremendously. As of March 31, 2013:

¹ [CMS Program Integrity Manual, Chapter 3, Section 3.2.1.](#)



- **3,523 Medicare Providers** (hospitals, physicians, and medical equipment suppliers) are using esMD to respond to a medical record request they received from a review contractor;
- **34 Medicare Providers** use esMD to submit Prior Authorization Requests;
- **19 Health Information Handlers** are certified by CMS to offer esMD services. They contract with providers to supply them with esMD services much the same way that providers contract with claims clearinghouses to supply them with claims submission services;
- **26 Review Contractors** are approved by CMS to accept medical records via esMD. Of these:
 - ✓ Four are Medicare Recovery Auditors,
 - ✓ Twelve are A/B Medicare Administrative Contractors
 - ✓ Four are Durable Medical Equipment Medicare Administrative Contractors
 - ✓ Two are error rate measurement review contractors (The Comprehensive Error Rate Testing Contractor and the Payment Error Rate Measurement Contractor),
 - ✓ Two are Zone Program Integrity Contractors
 - ✓ One is a Title XVIII Legacy Contractor and
 - ✓ One is the Supplemental Medical Review Contractor

The volume of transactions sent via esMD also grew significantly in the first half of fiscal year 2013. Between October 1, 2012 and March 31, 2013 the transactions grew as follows:

Type of document	Transactions sent via esMD			
	9/15/11-3/31/12	4/1/12-9/30/12	10/1/12-3/31/13	Total from 9/15/2011 – 3/31/2013
Medical Records	13,625	104,549	201,980	320,154
Prior Authorization Requests	Not Applicable	Not Applicable	712	712

To access the CMS esMD system, providers can:

- build their own gateway that will connect to the CMS esMD gateway, or
- contract with a CMS-certified Health Information Handler.

Table A lists the Health Information Handlers that have been certified by CMS to offer esMD services as of March 2013. (Health Information Handlers are listed in the order of the date they were certified.)



Table A:

CMS Certified esMD Health Information Handlers	
IVANS	
RISARC	
HealthPort	
MRO	
NaviNet	
Health IT Plus	
ApeniMED, Inc.	
Cobius Healthcare Solutions	
eSolutions, Inc.	
IOD Incorporated	
Medical Electronic Attachment (MEA)	
The SSI Group	
Proficient Health	
Rycan Technologies, Inc.	
Craneware	
Verisk Health	
SunCoast RHIO Inc.	
MedFORCE Technologies, Inc.	
Verisma Systems, Inc.	

Table B lists the CMS-Approved Review Contractors that accept esMD transactions as of March 2013.

Table B:

CMS Review Contractors Accepting esMD Transactions	
Recovery Audit Contractors	Recovery Audit Contractor Region A (DCS) Recovery Audit Contractor Region B (CGI) Recovery Audit Contractor Region C (Connolly) Recovery Audit Contractor Region D (Health Data Insights)
A/B Medicare Administrative Contractors	Medicare Administrative Contractor Jurisdiction 1 (Palmetto GBA) Medicare Administrative Contractor Jurisdiction F (J2 & J3) (Noridian)



CMS Review Contractors Accepting esMD Transactions

	Medicare Administrative Contractor Jurisdiction 5 (Wisconsin Physicians Service)
	Medicare Administrative Contractor Jurisdiction 9 (First Coast)
	Medicare Administrative Contractor Jurisdiction 11 (Palmetto)
	Medicare Administrative Contractor Jurisdiction 12 (Novitas Solutions)
	Medicare Administrative Contractor Jurisdiction 13 (National Government Service)
	Medicare Administrative Contractor Jurisdiction 14 (NHIC)
	Medicare Administrative Contractor Jurisdiction 15 (CGS)
	Medicare Administrative Contractor Jurisdiction 10 (Cahaba)
	Medicare Administrative Contractor Jurisdiction H (Novitas Solutions)
	Medicare Administrative Contractor Jurisdiction 8 (Wisconsin Physician Services)
Durable Medical Equipment Medicare Administrative Contractors	Jurisdiction A (NHIC)
	Jurisdiction B (National Government Services)
	Jurisdiction C (CGS)
	Jurisdiction D (Noridian)
Error Rate Measurement Contractors	Comprehensive Error Rate Testing Contractor
	Payment Error Rate Measurement
Zone Program Integrity Contractors	Zone 1 (SafeGuard Services)
	Zone 7 (SafeGuard Services)
Legacy Contractor	Title 18 Jurisdiction 6 (National Government Services)
Supplemental Medical Review Contractor	Strategic Health Solutions

Updated lists of CMS-approved review contractors and CMS-certified Health Information Handlers can be found at www.cms.gov/esMD.

Future use cases

Recovery Auditor Discussion Requests – Currently, providers who want to discuss the results of a recovery auditor contractor review must do so via mail or fax. In the future, CMS plans to expand the esMD system to allow providers to submit discussion requests, in pdf format, to recovery auditors via the esMD system.