

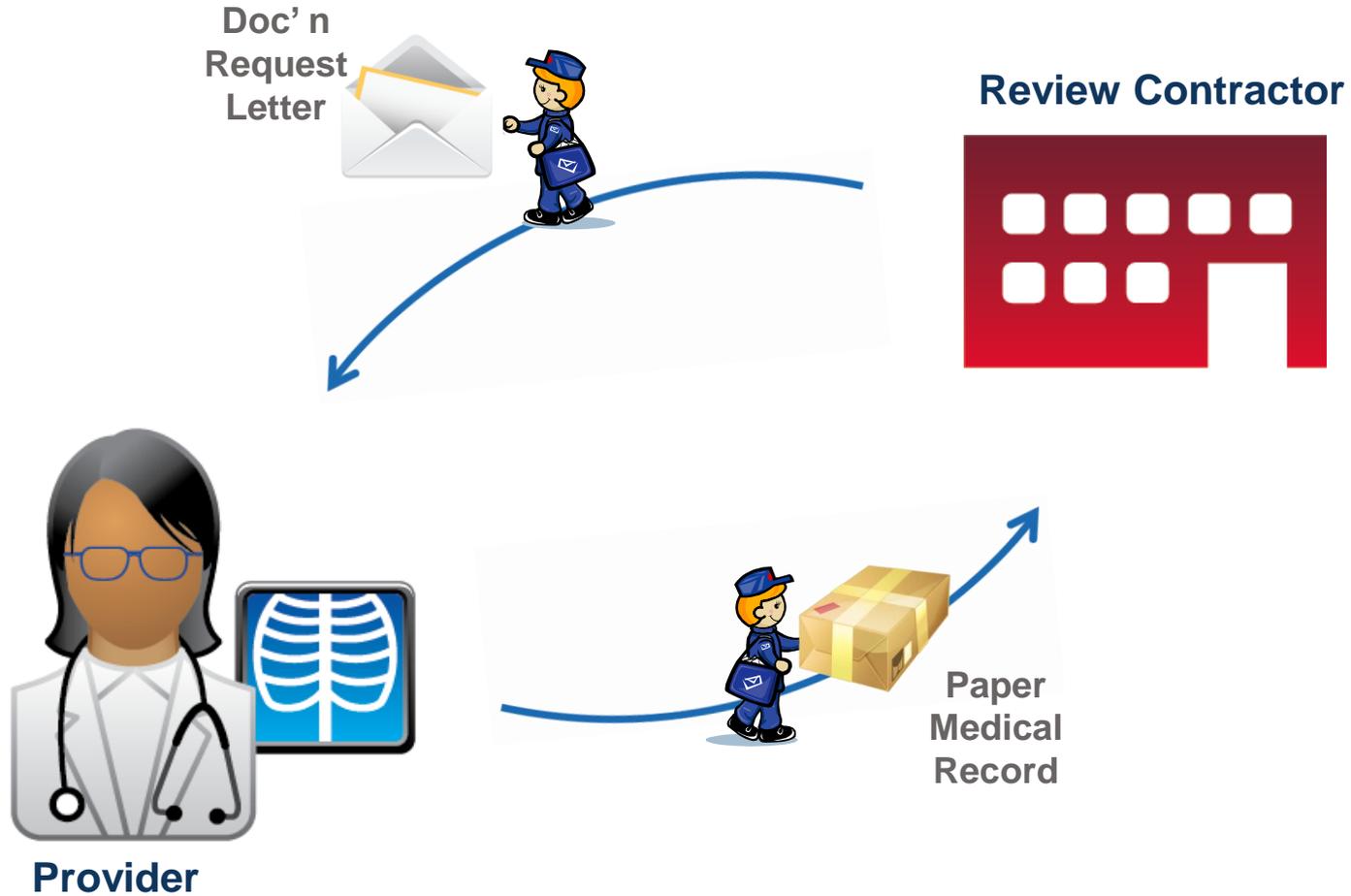


## Updating PERM on esMD

### **LTJG JOYCE DAVIS**

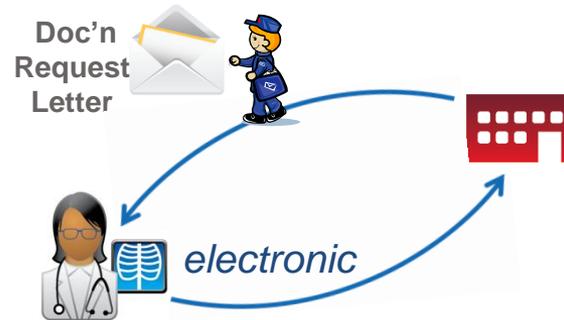
Health Insurance Specialist,  
OFM / CMS Provider Compliance Group

# Today's Paper Medical Documentation Process



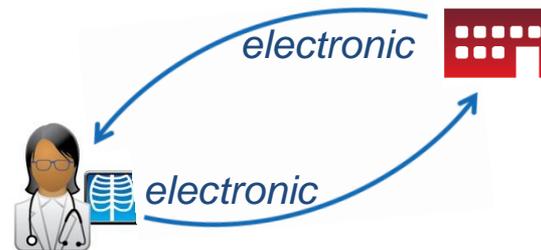
# The Solution: Electronic Submission of Medical Documentation (esMD)

## 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.***

# 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)		{Sep 2011}
Region B Medicare Recovery Auditor (CGI)		{Sep 2011}
Region C Medicare Recovery Auditor (Connolly)		{May 2012}
Region D Medicare Recovery Auditor (HDI)		{Mar 2012}
Medicare Administrative J1 (Palmetto GBA		{Sep 2011}
Medicare Administrative J4 (Trailblazer)		{Sep 2011}
Medicare Administrative J5 (WPS)		{Sep 2011}
Medicare Administrative J9 (First Coast)		{Sep 2011}
Medicare Administrative J10 (Cahaba)		{Feb 2012}
Medicare Administrative J11 (Palmetto)		{Sep 2011}
Medicare Administrative J12 (Novitas Solutions)		{Sep2011}
Medicare Administrative J13 (NGS)		{Sep 2011}
Medicare Administrative J14 (NHIC)		{Sep 2011}
Medicare Administrative J15 (CGS)		{Apr 2012}
DME Medicare Administrative JA (NHIC)		{Sep 2011}
DME Medicare Administrative JB (NGS)		{Sep 2011}
DME Medicare Administrative JC (CGS)		{Apr 2012}
DME Medicare Administrative JD (Noridian)		{Sep 2011}
Medicare Administrative JF (Noridian)		{Sep 2011}
Comprehensive Error Rate Testing (CERT)		{Sep 2011}
<b>Program Error Rate Measurement (PERM)</b>	<b>A +</b>	{Sep 2011}

Planning for Summer 2012	
ZPIC Z1 (SGS)	{TBD}
ZPIC Z7 (SGS)	{TBD}

Medicare Administrative J2 and J3 have merged to become JF (Noridian)  
For updated list, visit to: [www.cms.gov/esMD](http://www.cms.gov/esMD)

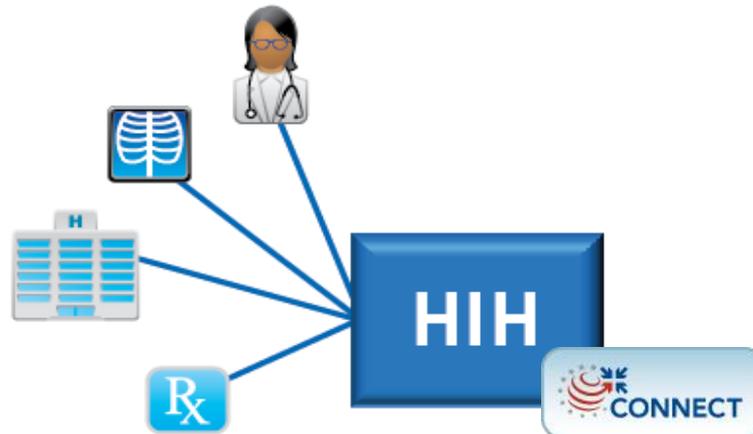
**Dates in brackets {}, indicate the approval date or the planned approval date**

# How Can Providers Obtain Access to a Gateway?

- Providers can build their own gateway



- Providers can contract with a Health Information Handler (HIH)



# Most Providers Won't Build Their Own Gateway But Will Use an HIH to Provide Gateway Services

A Health Information Handler (HIH) is any company that handles health information on behalf of a provider. Examples include:

**(1) Health Information Exchange (HIE)/Regional Health Information Organization (RHIO)**

**(2) Release of Information (ROI) Vendor**

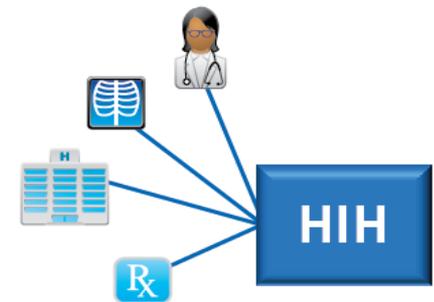
A company that manages the release of information for providers. Their services may include logging and tracking the request, retrieving the patient record from multiple locations in multiple formats, identifying the information needed to fulfill the request, requesting additional authorization, if needed, copying, packaging and mailing, and invoicing.

**(3) Electronic Health Record (EHR) Vendor**

**(4) Claim Clearinghouse**

**(5) Health Internet Service Provider (HISP)**

An entity that provides services that enable providers or health organizations to exchange health information using the internet.



## Step 2: CMS-Certified HIHs That Offer esMD “Gateway” Services

CMS Certified esMD HIHs
IVANS
MRO
RISARC
NaviNet
HealthPort
Health IT
ApeniMed
Cobius
Ecorpnet
IOD
MEA

HIHs under Certification Process to Offer esMD Services
Proficient
Mediconnect Global
The SSI Group
Dorado Systems
ACS
MDclick
Craneware Insight
Verisma
Onesource

➤ Note: Are not funded by CMS or ONC

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

# Questions a Provider may want to ask HIHs:

1. Do you offer esMD services in my state?
2. How will the medical records move from the provider to the HIH?
3. How much will you charge?

# Medicare Providers who Signed up with an esMD HIH:

## ➤ In March 2012 (estimates):

- 2,713 Part A providers
- 23,649 Part B providers



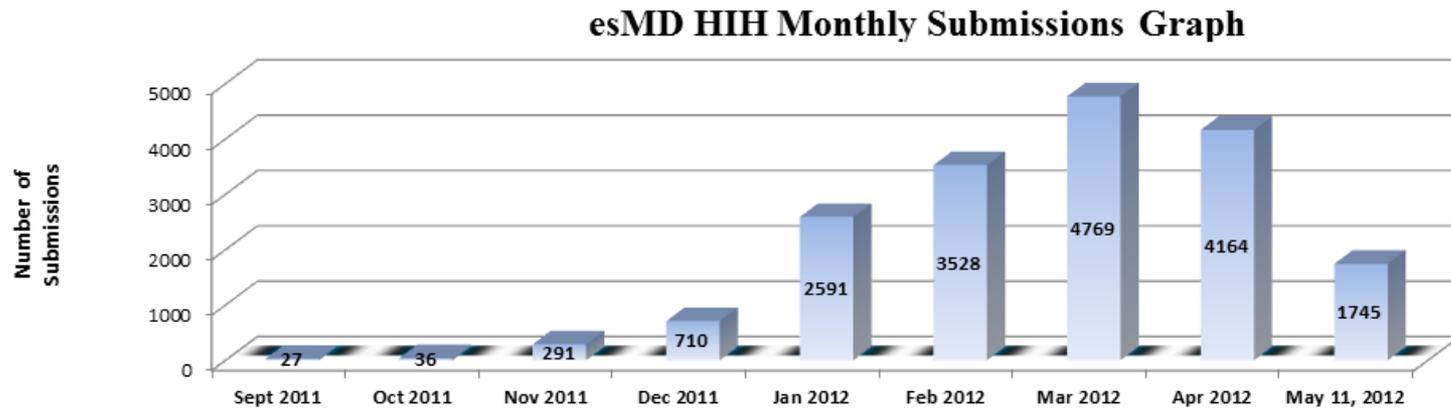
## ➤ In April 2012 (estimates):

- 8,476 Part A providers
- 44,389 Part B providers



Note: Not every provider who is signed up with an esMD HIH receives a documentation request. Thus, these statistics are not a measure of the number of transactions that have been submitted through the gateway.

# Current esMD Submission Statistics



*Note: Value on Each Bar Above is the Total Submsn. Count for that Month by All Participating HIHs*

**Report Period : 9/15/2011 to 5/11/2012**

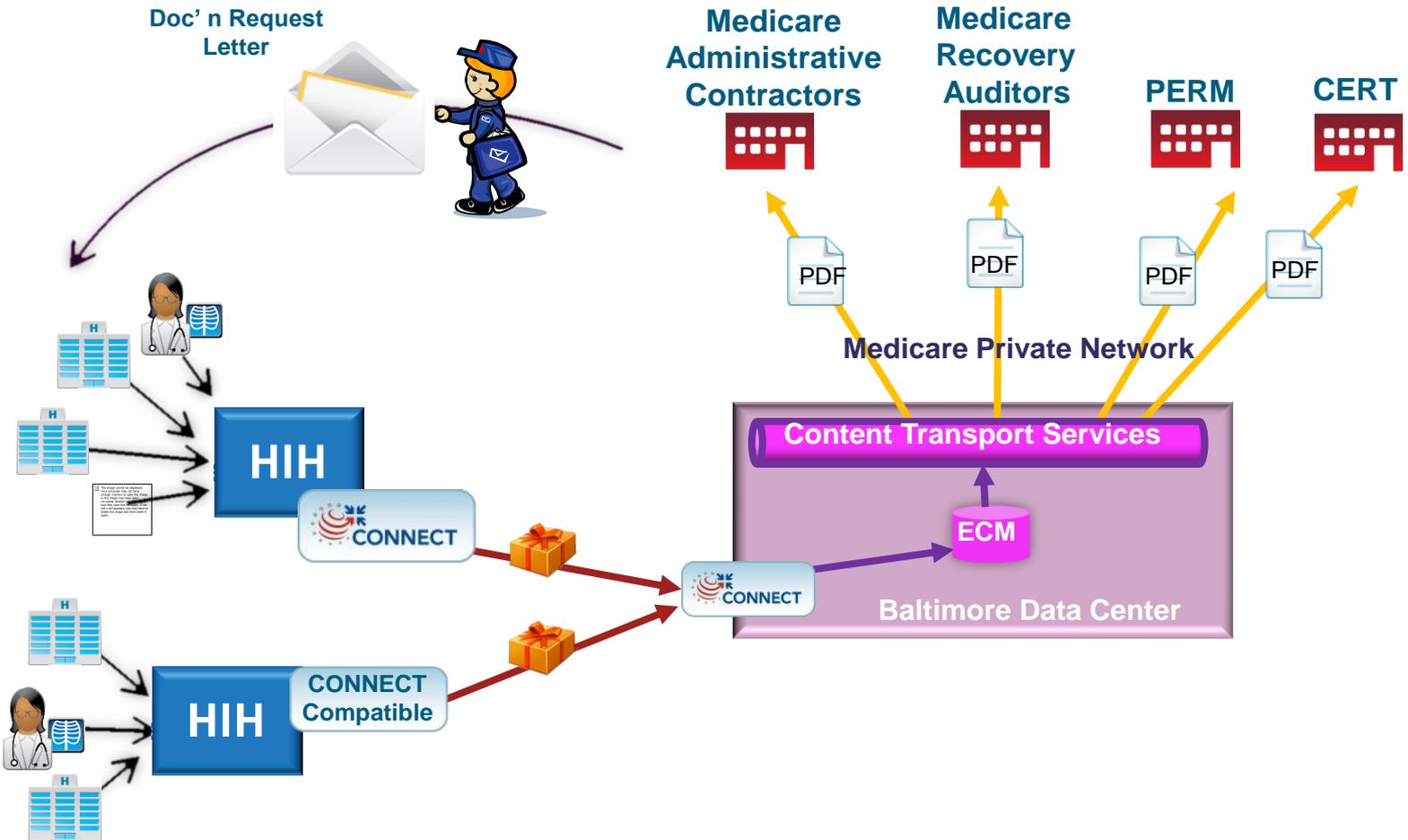
**Unique Provider Count: 512**

**Unique Claim Count: 13646**

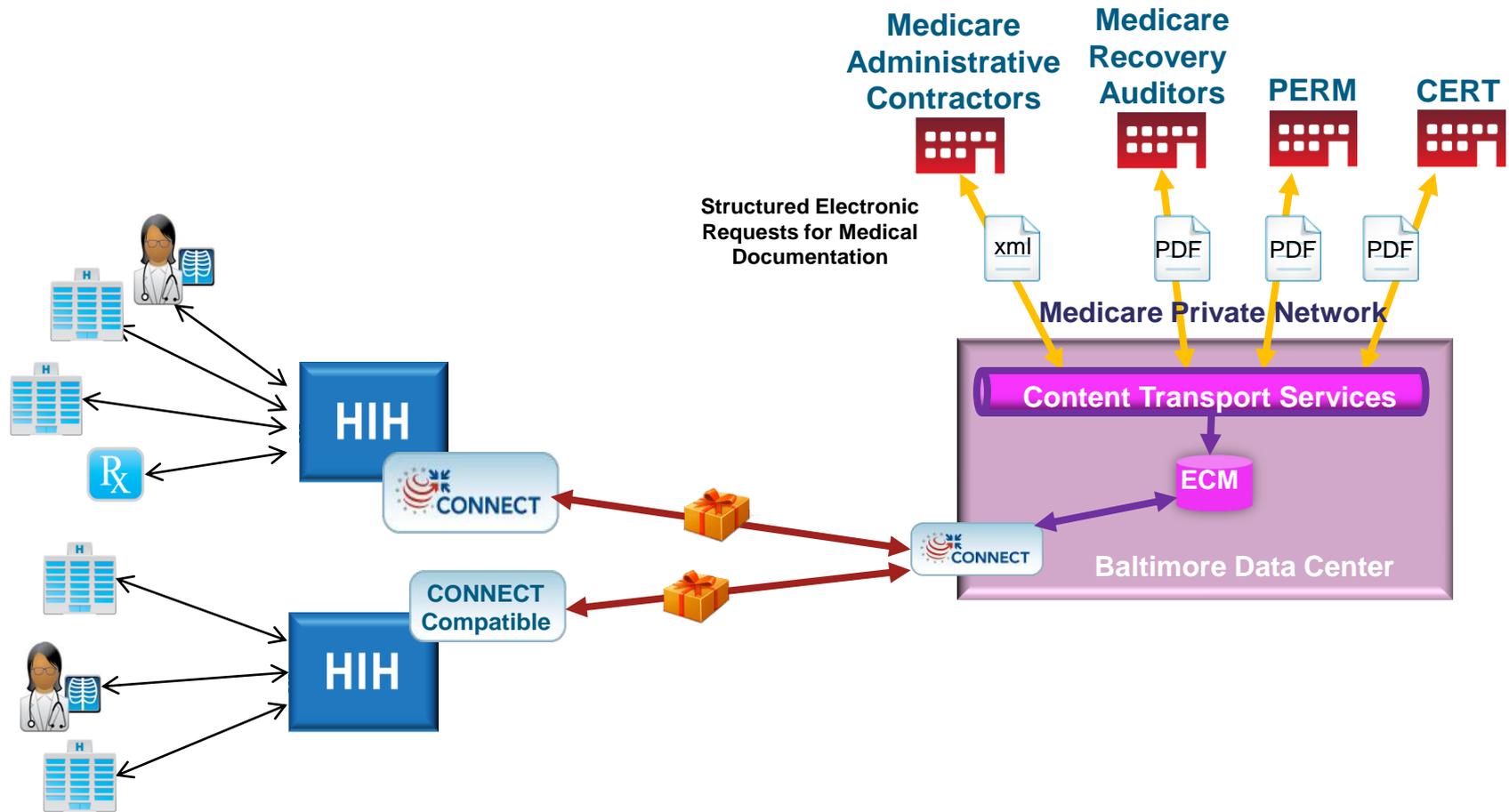
**Date and Time esMD Production DB Queried For This Report:**

**5/11/2012 - 6 AM EST**

# esMD Phase 1: September 2011



# esMD Phase 2: At least 12 Months from Now



# Current and Future Use Cases for esMD

## INBOUND (esMD Phase 1)

- Responses to Documentation Request Letters in PDF
- Appeal Requests in PDF
- Unsolicited Documentation in PDF (called paperwork or “PWK”)
- Structured Orders, Progress Notes, ADMC Requests
- 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.

# For More Information

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[www.cms.gov/esMD](http://www.cms.gov/esMD)

ONC CONNECT Website:

<http://www.connectopensource.org>

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