Introducing Electronic Submission of Medical Documentation (esMD) to Review Contractors

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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 **$29.6 B** in improper payments (error rate 2013: 8.5%).

  - • the Medicaid FFS program issues more than **$19.2 B** in improper payments (error rate: 7.1%).

- ➢ Most improper payments can only be detected by a human comparing:

  - • a claim to

  - • the medical documentation.

Improper Payments by Agency (FY 2012)
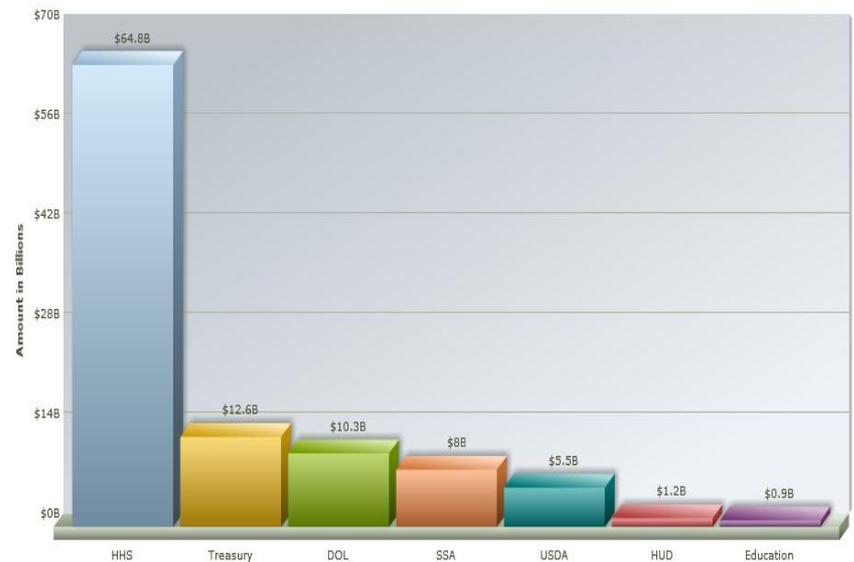
www.paymentaccuracy.gov

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.
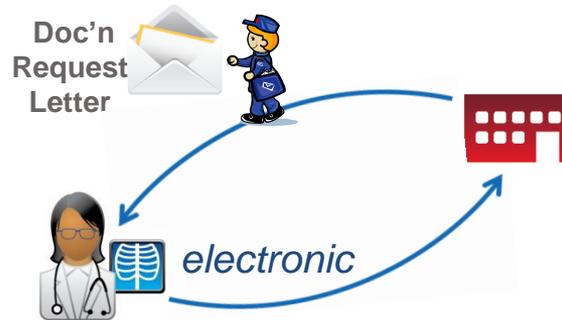
Medical documentation requests are also sent by:	Overseen by:
MAC Cost Report Audit Departments	OFM/FSG
Coordination of Benefit Contractors	OFM/FSG
HITECH Auditors	OFM/FSG
QIOs	OCSQ
QICs	CM

Pre-esMD Paper Medical Documentation Process

Doc' n Request Letter

Review Contractor

Provider

Paper Medical Record
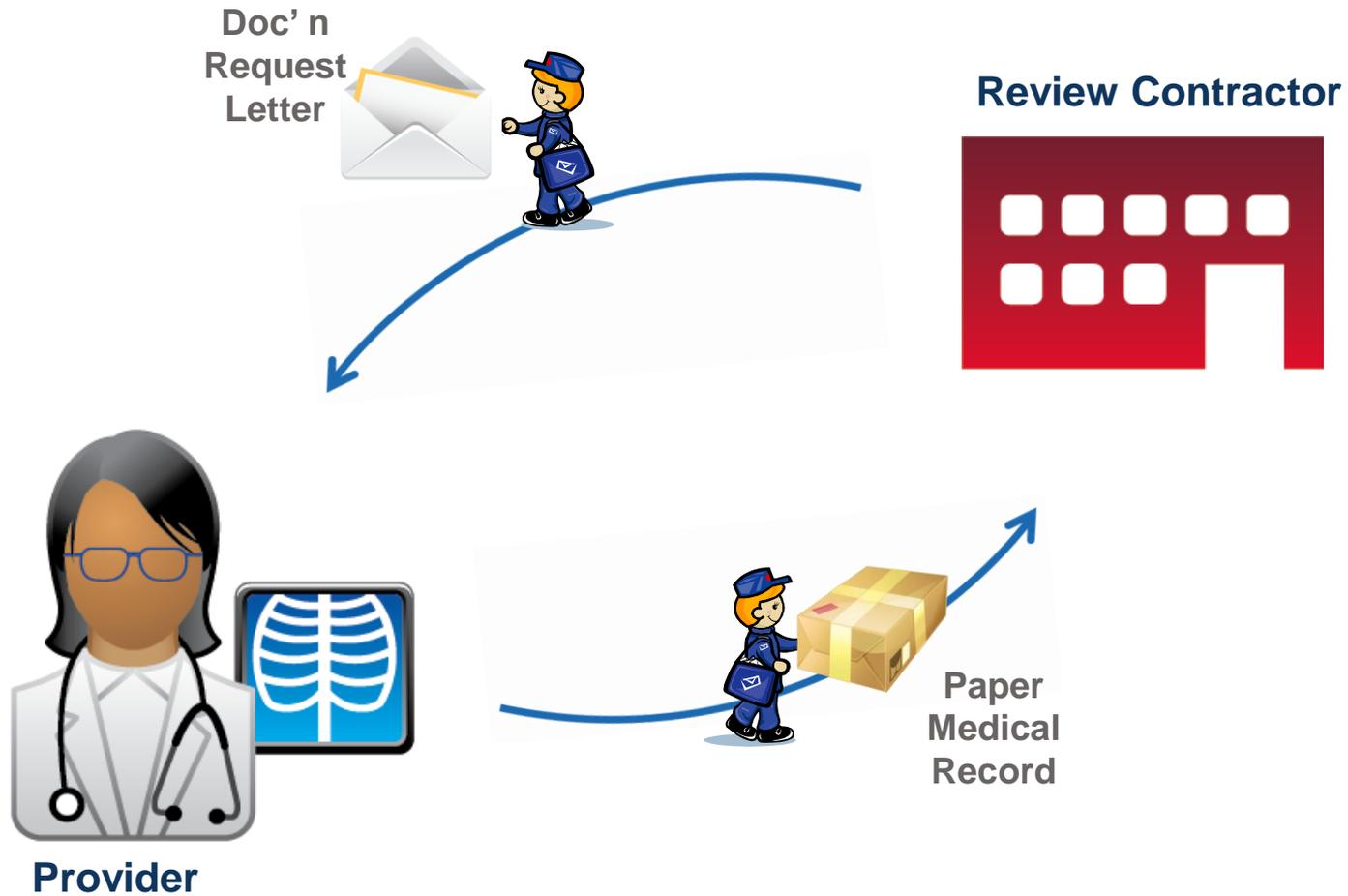
The Solution: Electronic Submission of Medical Documentation (esMD)

Phase 1:

Doc'n Request Letter

electronic

Went live Sept 15, 2011

Phase 2:

electronic

electronic
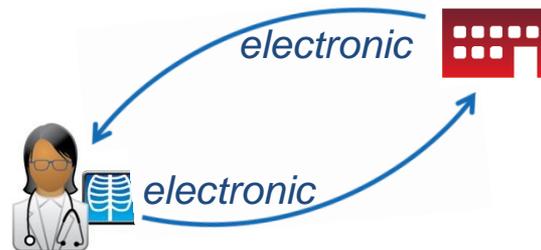
Planned for Future Release

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.

Benefits of using esMD

➢ **Quicker turnaround**: Providers have reported the payment turnaround when using esMD is 6 days as opposed to the paper process which is approximately 3 weeks.

➢ **Reduce labor costs**: esMD helps to reduce the amount of labor required to fulfill these requests by no longer having to print and mail paper, feed a fax machine or burn CD's.

➢ **Reduced hard costs**: esMD can also reduce hard costs like shipping and handling expenses.

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) |
| ZPIC Zone 1 (SGS) |
| ZPIC Zone 2 (AdvanceMed) |
| ZPIC Zone 5 (AdvanceMed) |
| ZPIC Zone 7 (SGS) |
| Supplemental Medical Review Contractor (SMRC) |

For updated list, visit:
www.cms.gov/esMD.

How Can Providers Obtain Access to a Gateway?

➢ **Providers can build their own gateway**

➢ **Providers can contract with a Health Information Handler (HIH)**
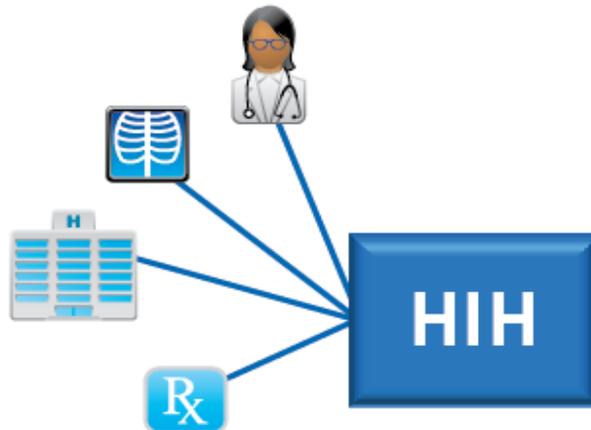
Most Providers Won't Build Their Own Gateway But Will Use an HIH to Provide Gateway Services

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.
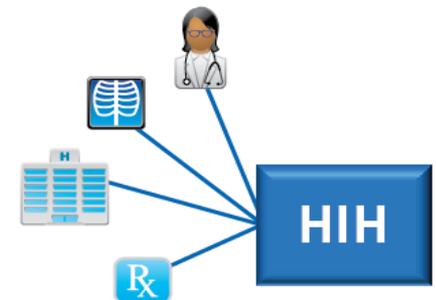
Step 2: CMS-Certified HIHs That Offer esMD "Gateway" Services

CMS Certified esMD HIHs
IVANS
MRO
RISARC
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
Verisma Systems

HIHs under Certification Process to Offer esMD Services
H&H Medical Records, LLC
MDclick
AT&T
Bluemark
Dorado Systems
Episode Alert
Quadax
UPMC

> Note: Are not funded by CMS or ONC

> For an updated list, visit: www.cms.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?

Providers Signed up with an esMD HIH

➢ **Unique Provider Count as of April 2013:**
  3,776

Current esMD Submission Statistics

	Report Period : 9/15/2011 to 5/3/2013
	Unique Provider Count:
	Unique Claim Count:
	Date and Time esMD Production DB Queried For This Report: 5/3/13 @ 6 AM EST
	Note: esMD Prod was up and running this entire week

| RCs/ HIHs (Parenthetical date in this column is the start date for this HIH)	CERT (9/15/11)	DME MAC A (9/15/11)	DME MAC B (9/23/11)	DME MAC C (4/2/12)	DME MAC D (9/15/11)	MAC J1 (9/15/11)	MAC J4* (9/15/11 - 11/9/12)	MAC J5 (9/15/11)	MAC J8 (2/01/13)	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)	MAC JF (9/15/11)	MAC JH (J4 + J7)* (11/1/12)	PERM (9/15/11)	RAC A (9/14/11)	RAC B (9/14/11)	RAC C (5/14/12)	RAC D (3/2/12)	Title 18 (12/17/12)	ZPIC 1 (1/28/13)	ZPIC 7 (1/28/13)	SMRC (3/12/13)	Total
ApeniMED (1/27/12)	37	1						1			168	24				38			4		27	1,277	67					1,644
Cobius (2/1/12)	49					1		1				103		37					61	7,067	4,771	8,044	3,446					23,580
Craneware (8/07/12)																				1,330			70					1,400
eSolutions (1/23/12)	574	2,112	11,408	63,780	20,450	42	452	371	6	285	1,505	1,853	663	574	1,476	4,017	58	796		4	788	1,340	3	331		17	1	112,906
HealthIT+ (11/22/11)	137	1	26	39	327							3		4			55											592
HealthPort (9/15/11)	8													14							71							93
IOD Inc. (1/27/12)	28					11	35				69	57		1		8				17,147	15,452	27,682	5,497					65,987
IVANS (9/15/11)	464	1,628	3,380	8,453	4,950	1,914	1,712	260	3	26,934	147	949	3	546	451	346	139	342	2	22	12	714	1,847	52	608		11	55,889
LOISS LTD (11/23/12)						199											58						489					746
MEA (1/23/12)	93	1,834	2,754	2,739	5,075	940	1	371		4,697	538	850	21	57	164	185		553	10	1,411	2,311	19,000	984					44,588
MedFORCE (12/14/12)		6	10	10	83																							109
Mediconnect (8/31/12)																												0
MRO (10/21/11)	496						91	4	3		51	811	2330	91		262	52	133		26,671	5,251	9,113	2,027					47,386
Navinet (9/29/11)						12	29			578		30		1														650
Proficient (5/22/12)						1						1										18						20
RISARC (9/30/11)	4					3,406				289	606	5					410						4,177					8,897
Rycan (7/18/12)	2																				234							236
SSI (5/18/12)						2										889					683	121						1,695
SunCoast RHIO (10/29/12)																												0
Verisma Systems (4/26/13)																												0
Total	1,892	5,582	17,578	75,021	30,885	6,528	2,320	1,008	12	32,783	3,084	4,650	3,067	1,310	2,092	5,745	772	1,824	77	53,652	29,600	67,309	18,607	383	608	17	12	366,418

esMD Review Contractors:

➢ Participate voluntarily

➢ Must have CMSnet connectivity to Baltimore Data Center

➢ Obtain an OID and Authentication Token from CMS to connect to CTS

➢ Attend bi-monthly calls with CMS and the ECM Team

➢ Successfully test with the CMS ECM Team

esMD Phase 1: September 2011
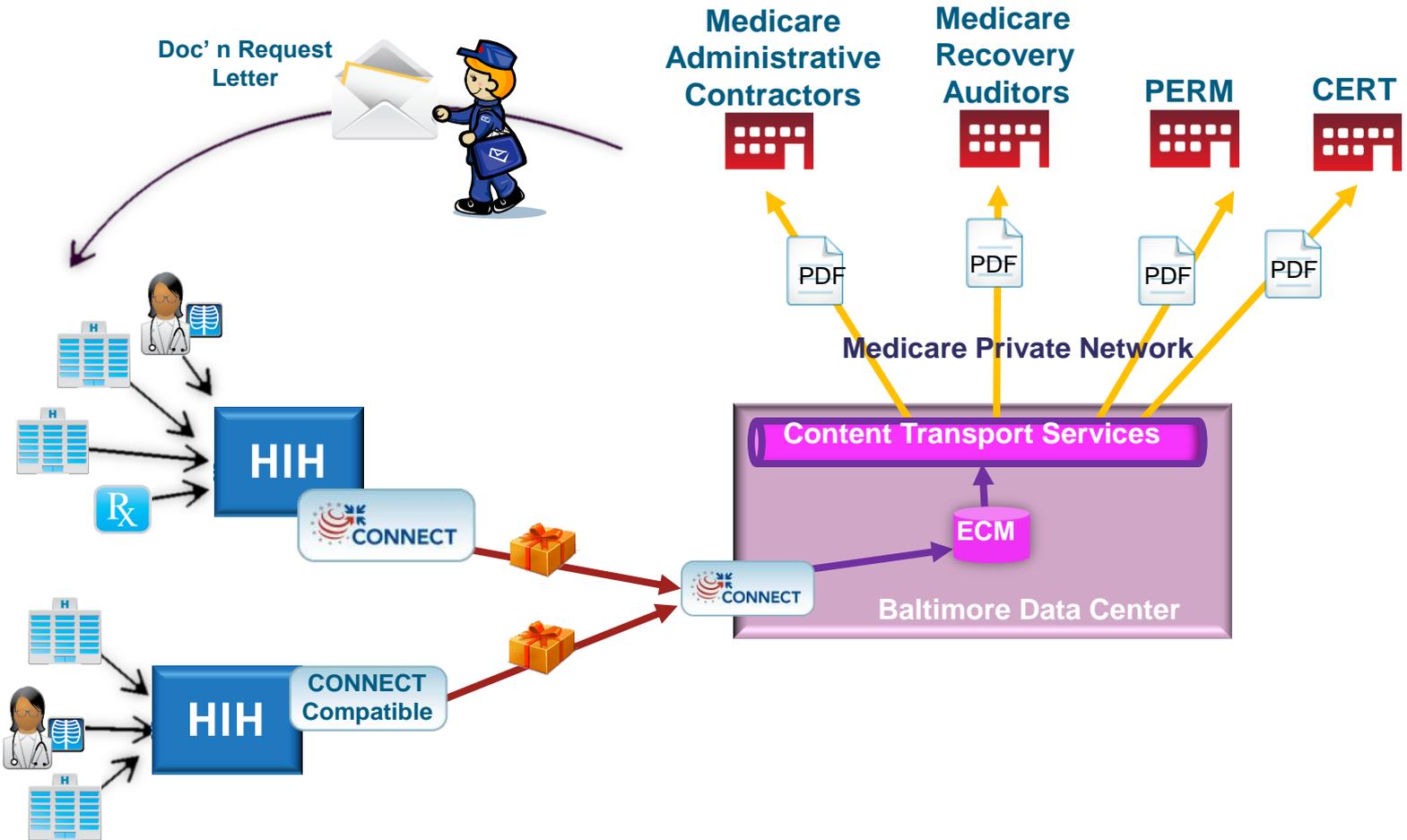
esMD Phase 2: Future Release
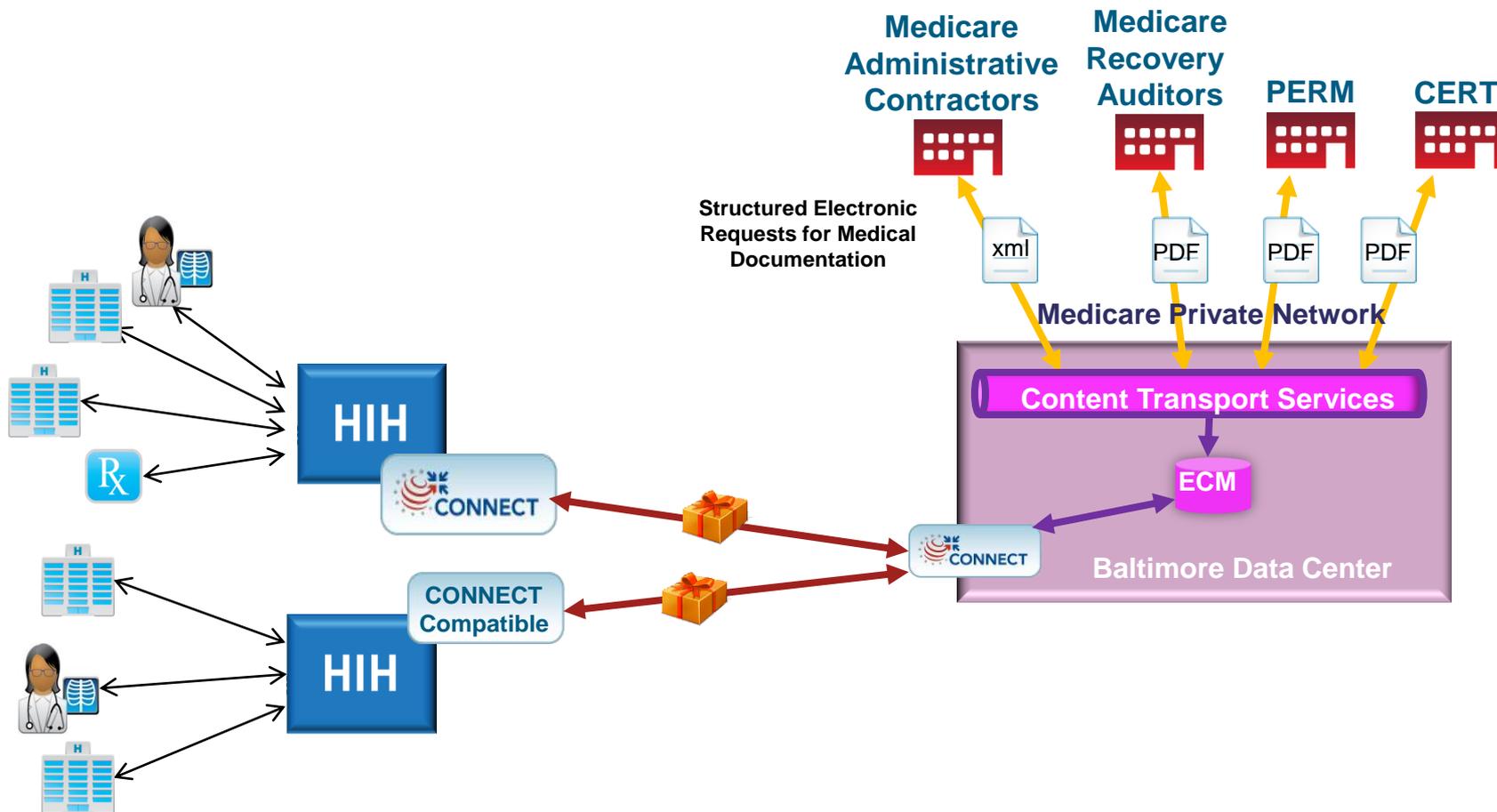
Current and Future Use Cases for esMD

INBOUND (esMD Phase 1)
➢ Responses to Documentation Request Letters in PDF
➢ Power Mobility Device (PMD) Prior Authorization Requests in PDF ◄ We Are Here
➢ Unsolicited Documentation in PDF (called paperwork or "PWK")
➢ Appeal Requests in PDF
➢ Structured Orders, Progress Notes,
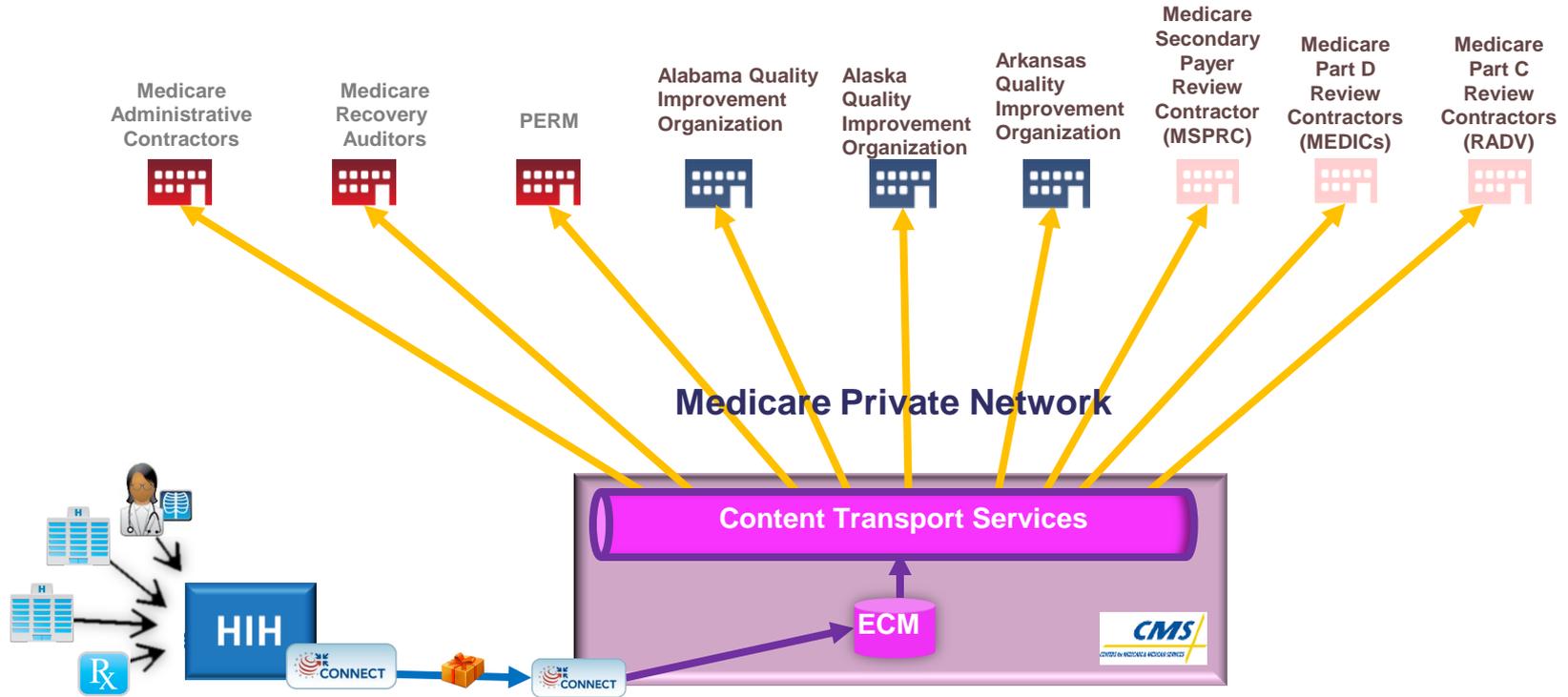➢ Structured esMD Phase 2 Registration
➢ Etc.

OUTBOUND (esMD Phase 2)
➢ Power Mobility Device (PMD) Prior Authorization Response
➢ 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.

Expanding esMD to other Review Entities

Medicare Administrative Contractors

Medicare Recovery Auditors

PERM

Alabama Quality Improvement Organization

Alaska Quality Improvement Organization

Arkansas Quality Improvement Organization

Medicare Secondary Payer Review Contractor (MSPRC)

Medicare Part D Review Contractors (MEDICs)

Medicare Part C Review Contractors (RADV)

Medicare Private Network

Content Transport Services

ECM

HIH

CONNECT

CONNECT

CMS

For More Information

QSSI Project Officer: Joyce Davis

joyce.davis1@cms.hhs.gov

CMS esMD Website:

www.cms.gov/esMD

ONC CONNECT Website:

http://www.connectopensource.org

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