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 **$33.3 B** in improper payments (error rate 2011: **9.9%**).

  - the Medicaid FFS program issues more than **$22.5 B** in improper payments (3-year rolling error rate: **9.4%**).

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

  - a **claim** to

  - the **medical documentation.**

Improper Payments by Agency (FY 2011)

www.paymentaccuracy.gov
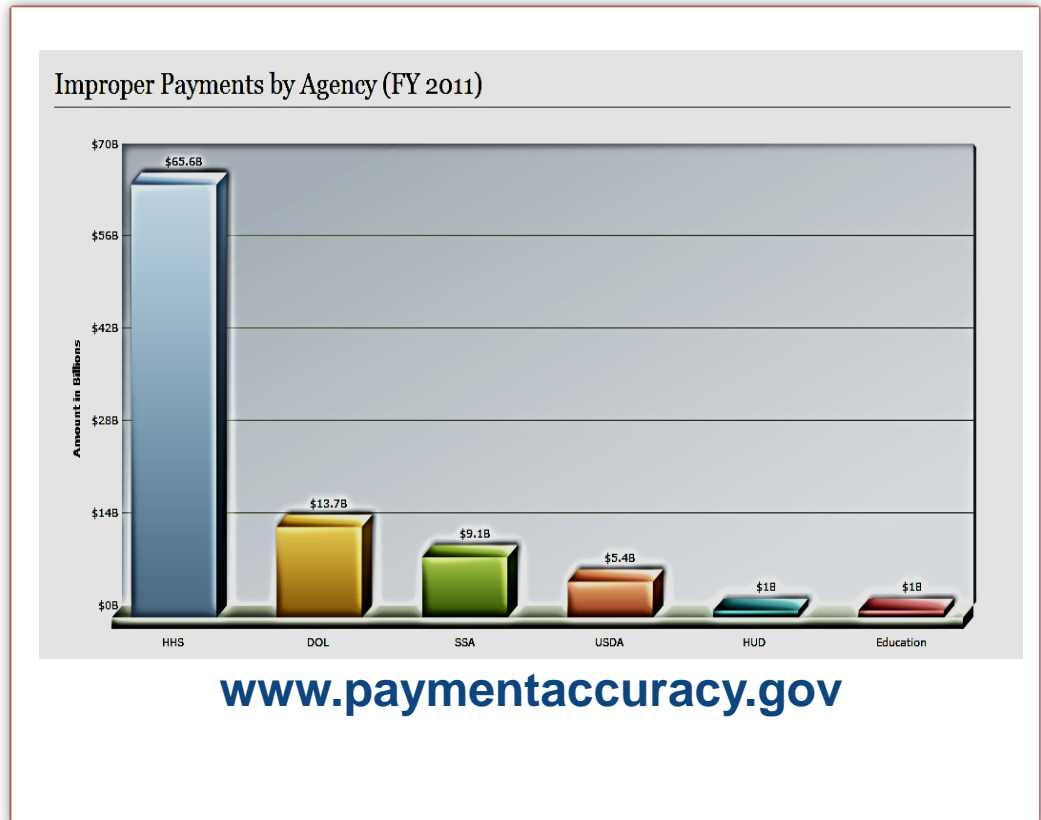
Background Facts about Medical Documentation Requests

➤ **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)

➤ 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
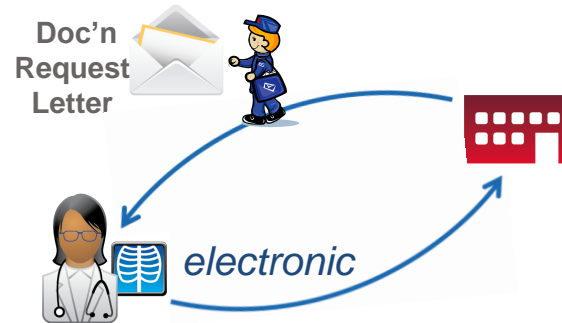- **Melanie Combs-Dyer,** Deputy Director
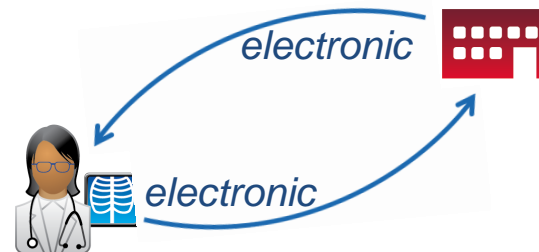
Electronic Submission of Medical Documentation

Today's Paper Medical Documentation Process

Doc' n Request Letter

Review Contractor

Provider

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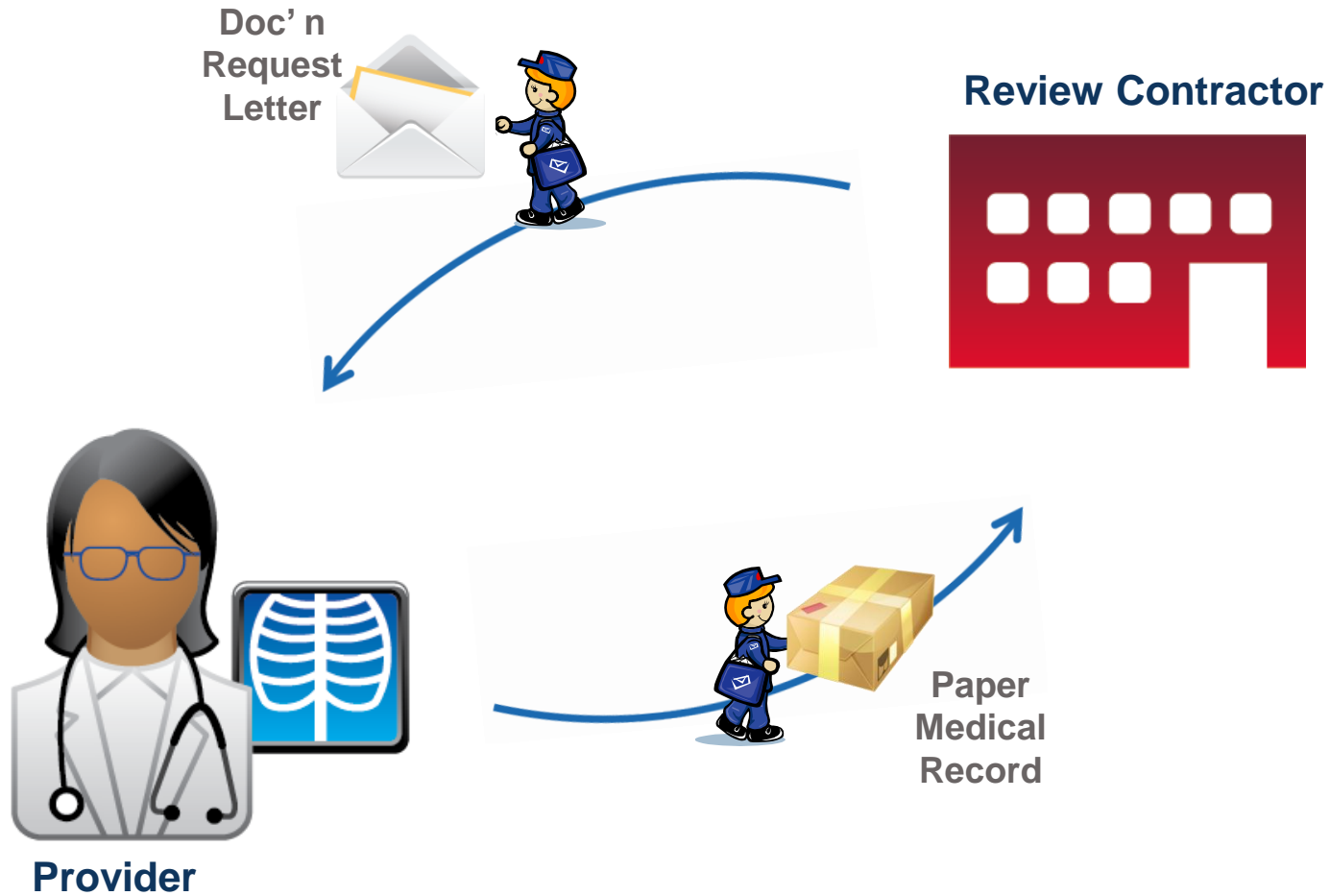
The Solution: Electronic Submission of Medical Documentation (esMD)

Phase 1:

Doc'n Request Letter

electronic

Approved by TRB
(Went live Sept 15, 2011)

Phase 2:

electronic

electronic

Approved by TRB
Seeking approval of DGB

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: Find out if your Review Contractor Accepts esMD

Approved as of September 2011
Region A Medicare Recovery Auditor (DCS)
Region B Medicare Recovery Auditor (CGI)
Medicare Administrative J1 (Palmetto GBA)
Medicare Administrative J3 (Noridian)
Medicare Administrative J4 (Trailblazer)
Medicare Administrative J5 (Wisconsin)
Medicare Administrative J9 (First Coast)
Medicare Administrative J11 (Palmetto)
Medicare Administrative J12 (Highmark)
Medicare Administrative J13 (NGS)
Medicare Administrative J14 (NHIC)
DME Medicare Administrative JA (NHIC)
DME Medicare Administrative JB (NGS)
DME Medicare Administrative JD (NAS)
Comprehensive Error Rate Testing (CERT)
Program Error Rate Measurement (PERM)

Planning for January 2012
Medicare Administrative J10 (Cahaba)

Planning for February 2012
RAC C Medicare Recovery Auditor (Connolly)

Planning for April 2012
Medicare Administrative J15 (CGS)
DME Medicare Administrative JC (CGS)
Region D Medicare Recovery Auditor (HDI)
ZPIC Z1 (SGS)
ZPIC Z7 (SGS)

Medicare Administrative JF (Noridian) will be replacing J2 and J3
To get updated list, go to: www.cms.gov/esMD .

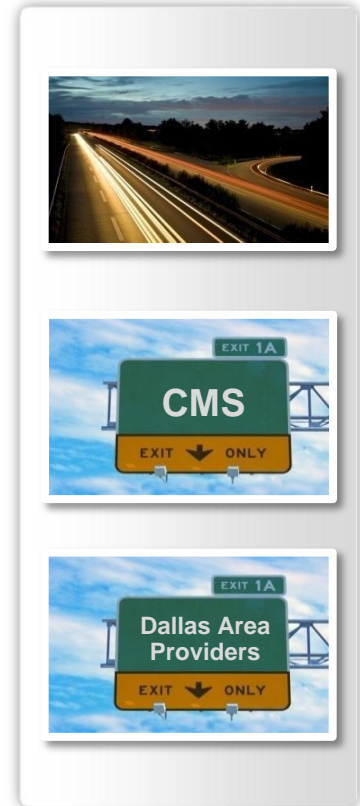# Step 2: Obtain access to a "Gateway"

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"

> 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!**

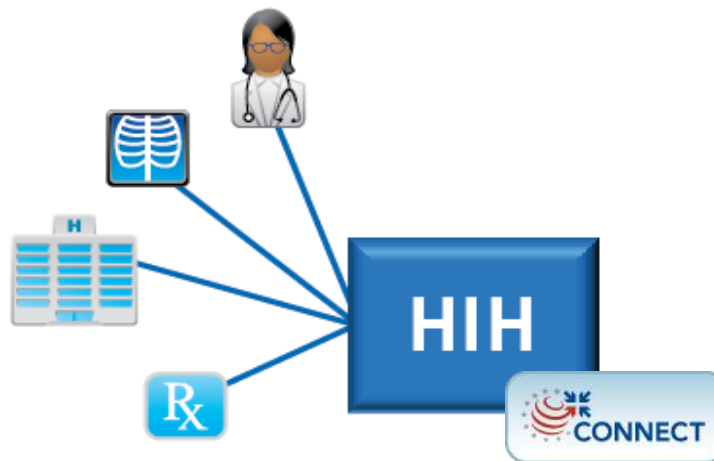➢ **CMS uses the "CONNECT" brand of gateway**

How Can Providers Obtain Access to a Gateway?

➤ **Providers can build their own gateway**

➤ **Providers can contract with a Health Information Handler (HIH)**

HIHs that are Certified by CMS to Offer esMD Services

➢ **HealthPort**
> **http://www.healthport.com**

➢ **IVANS**
> **http://www.ivans.com**

➢ **NaviNet**
> **http://www.navinet.net**

➢ **RISARC**
> **http://www.risarc.com**

➢ **MRO**
> **http://mrocorp.com**

➢ **Health IT Plus**
> **http://www.healthitplus.com**

➢ **eSolutions**
> **http://www.ecorpnet.com**

➢ **MEA**
> **http://www.mea-fast.com**

Where Will HIHs Offer esMD Services?

Company	CMS Certification Date	MAC J1 (CA, NV, HI)	MAC J3 (AZ, MT, ND, SD, UT, WY)	MAC J4 (CO, NM, OK, TX)	MAC J5 (NE, KS, IA, MO)	MAC J9 (FL, PR, VI)	MAC J11 (NC, SC, VA, WV)	MACJ12 (DE, DC, MD, NJ, PA)	MAC J13 (CT, NY)	MAC J14 (ME, MA, NH, RI, VT)
HealthPort	9/15/2011	X	X	X	X	X	X	X	X	X
IVANS	9/15/2011	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
MRO	10/21/2011	X	X	X	X	X	X	X	X	X
Health IT+	11/22/2011	X	X	X	X	X	X	X	X	X
eSolutions	1/20/2012	X	X	X	X	X	X	X	X	X
MEA	1/20/2012	X	X	X	X	X			X	

HIHs that Plan to Offer esMD Services in January 2012

Preparing for January 2012 Go Live	
HIH	**Website**
ApeniMED	**www.apenimed.com**
Cobius	**www.cobius.com**
IOD	**www.iodincorporated.com**

HIHs that Plan to Offer esMD Services in February 2012

Preparing for February 2012 Go Live	
HIH	**Website**
ACS	acs-inc.com/healthcare.aspx
Craneware Insight	www.cranewareinsight.com
Dorado Systems	www.doradosystems.com
MDclick	www.mdclick.com
MediConnect	www.mediconnect.net
One Source Document Management	www.onesourcedoc.com
Proficient	www.proficienthealth.com
SSI	www.thessigroup.com
Stratice Healthcare	straticehealtcare.com
Verisma Systems	www.verismasystems.com

CMS Does Not Dictate How an HIH Communicates with Providers

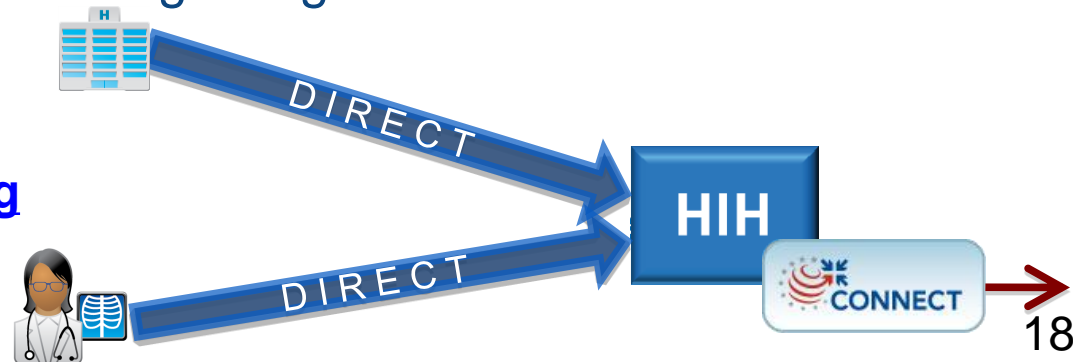➢ Some esMD HIHs plan to ingest a provider's medical records and metadata by:

- going onsite to the provider's facility

- using a Virtual Private Network (VPN)

- using a secure web portal
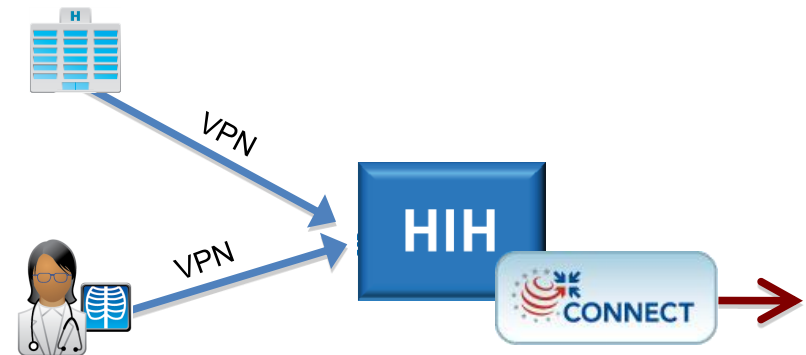
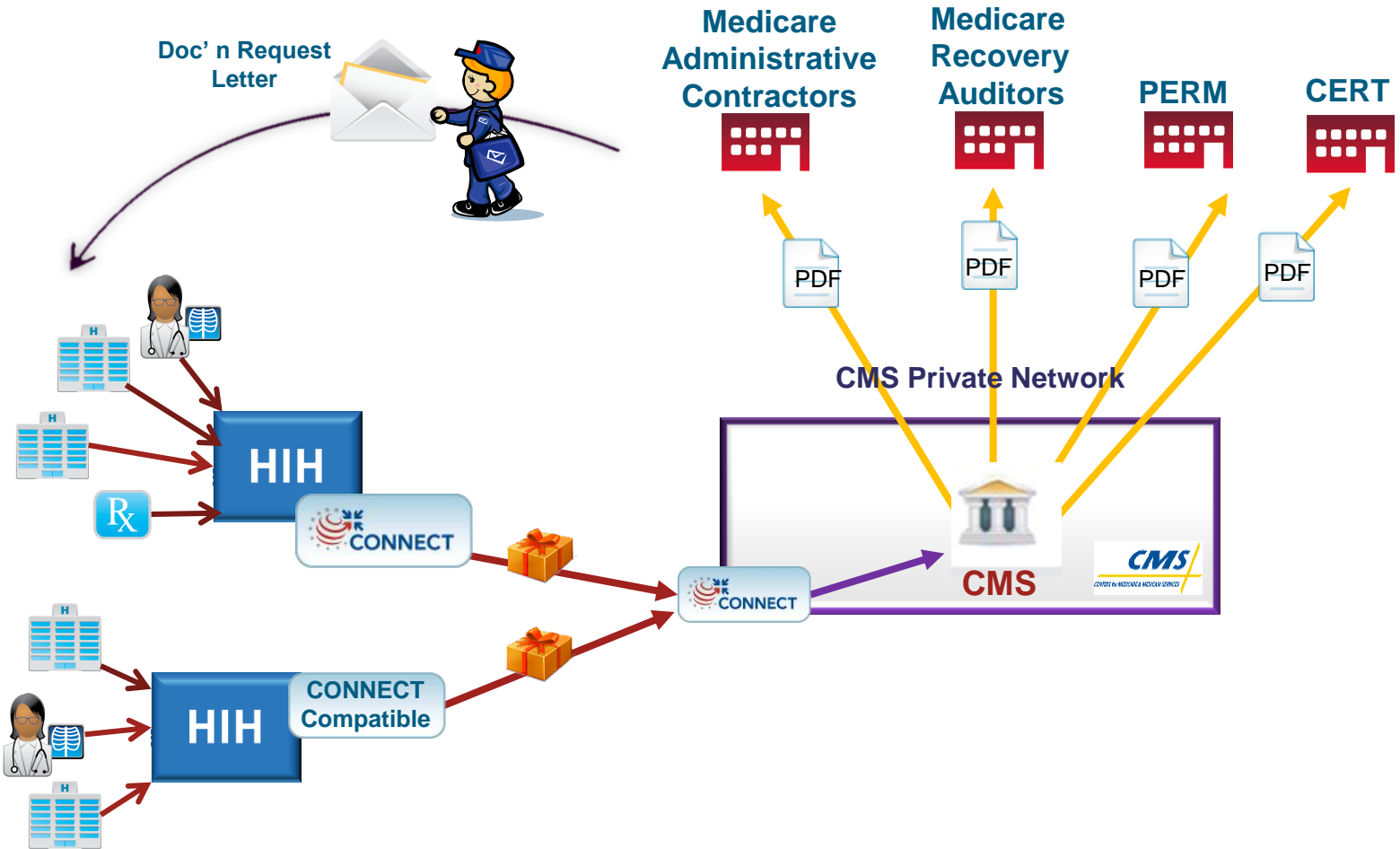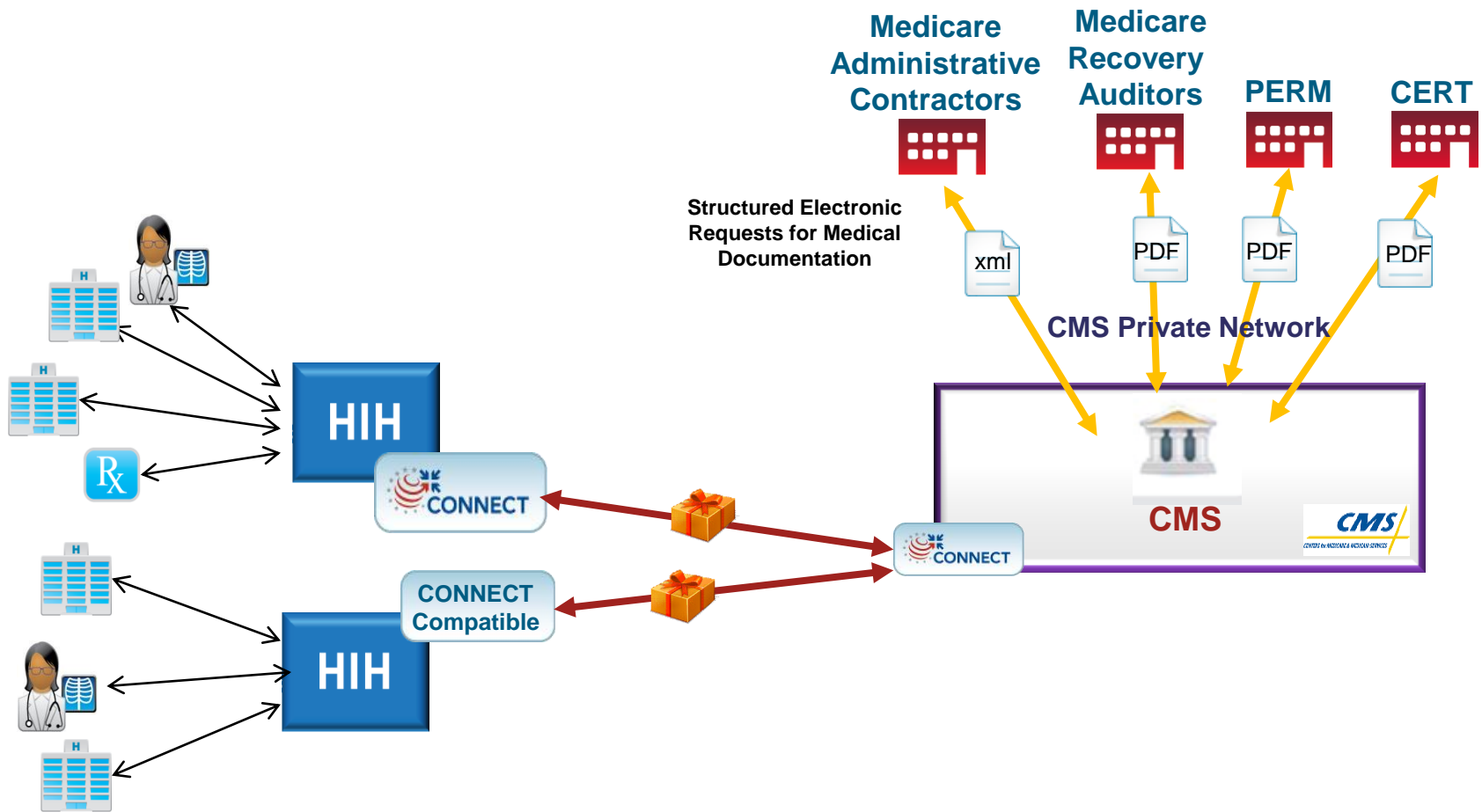➢ Some esMD HIHs are considering using DIRECT.

http://directproject.org

http://wiki.directproject.org

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2. How do I get started?

3. **Will this be done in Phases?**

esMD Phase 1: September 2011

esMD Phase 2: October 2012

Current and Future Use Cases for esMD

INBOUND
- ➢ 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
- ➢ Structured Outbound Documentation Requests
- ➢ Review Results Letters
- ➢ Demand Letters
- ➢ Etc.

LOOKUP
- ➢ Request\Receive Documentation Status
- ➢ Request\Receive Claim Status
- ➢ Request\Receive Appeals Status
- ➢ Request\Receive Eligibility Info
- ➢ Etc.

Providers Signed up with an esMD HIH

➤ **In September 2011(actuals):**

  • 1,622 Part A/Part B providers

➤ **In January 2012 (estimates):**

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

➤ **In February 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.

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

Follow Us on Twitter:

@CMSGov (Look for #CMS_esMD)

Questions From the Audience