

August 2011



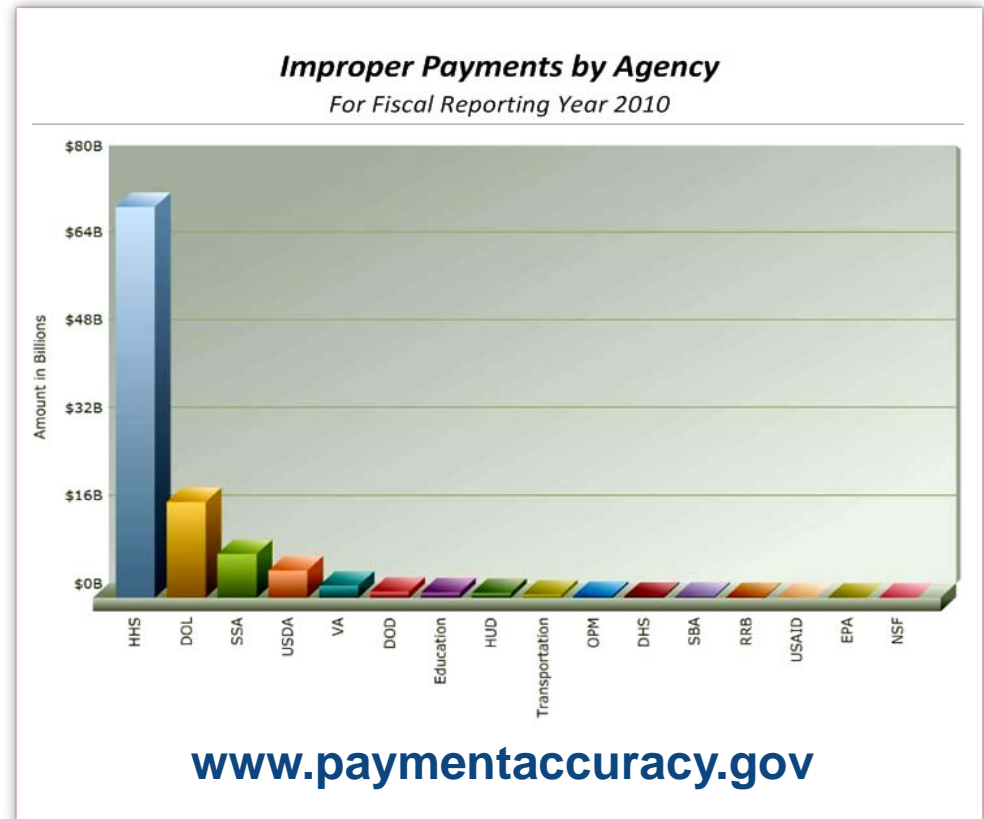
Introducing Electronic Submission of Medical Documentation (esMD) to Providers

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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 **\$34.3 B** in improper payments (error rate 2010: **10.5%**)
 - 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**.



Background Facts about Medical Documentation Requests

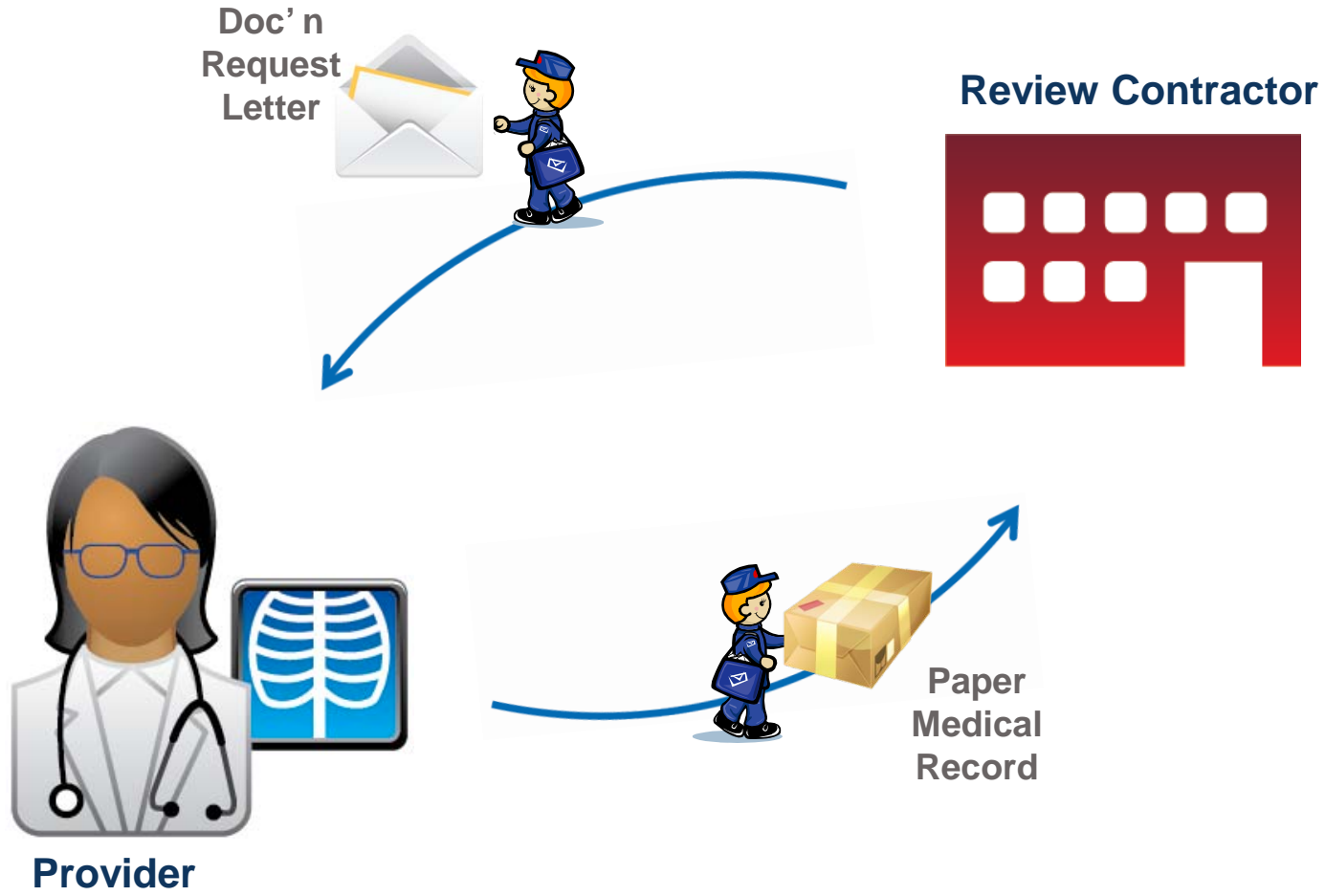
- **Medical Documentation Requests are sent by:**
 - Medicare Administrative Contractors (MACs)
 - Comprehensive Error Rate Testing Contractor (CERT)
 - Payment Error Rate Measurement Contractor (PERM)
 - Medicare Recovery Auditors (formerly called RACs)
- Claim review contractors issue over **2 million** requests for medical documentation each year.
- Claim review contractors currently receive most medical documentation in **paper** form or via fax.
- Claim review contractors currently receive a tiny number of imaged documents in **CD/DVD** form.



Today's Paper World

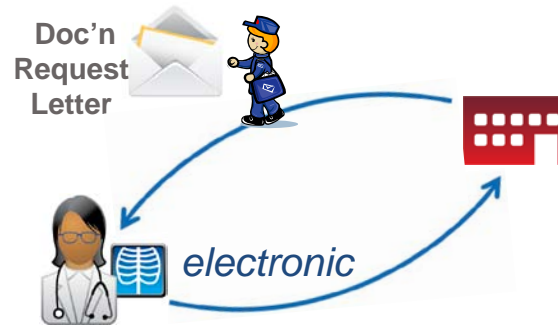


Today's Medical Documentation Process



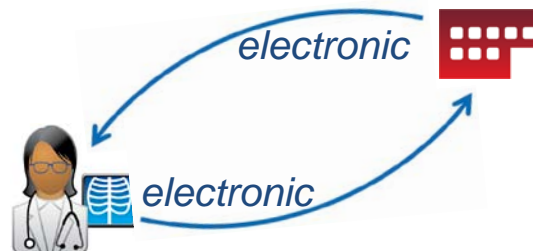
The Solution: Electronic Submission of Medical Documentation (esMD)

Phase 1:



Goes Live in Sept 2011

Phase 2:



Scheduled to Go Live
in about October 2012

esMD is NOT mandatory

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

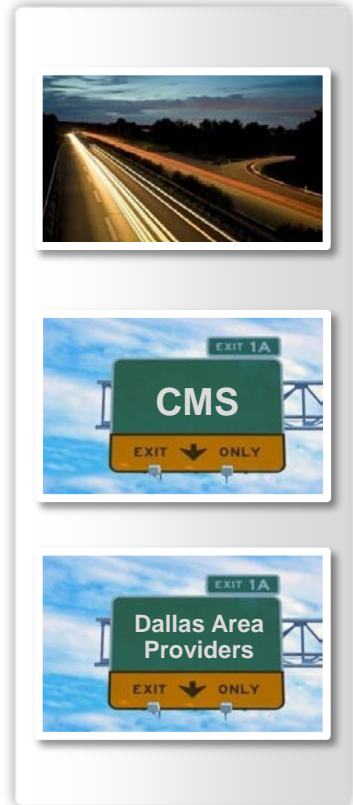
- Has used EHRs for years.
- Ready for esMD now!

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)
- is comprised of two parts:
 - **Direct** – designed for an individual to individual submission of health information <http://wiki.directproject.org/>
 - **Exchange** – designed for computer to computer exchange of health information
http://healthit.hhs.gov/portal/server.pt?open=512&objID=1407&parentname=CommunityPage&parentid=8&mode=2&in_hi_userid=11113&cached=true

CMS esMD Gateway

- CMS is building an Exchange Gateway to accept esMD transactions from providers.
- The CMS esMD gateway goes live in September 2011!
- CMS uses the “CONNECT” brand of gateway.



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

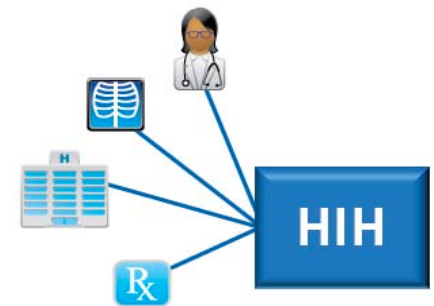
A company that manages the release of information for providers. Their services may include logging and tracking the request, retrieving the patient record from multiple locations in multiple formats, identifying the information needed to fulfill the request, requesting additional authorization, if needed,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



HIHs that Plan to Offer esMD Services (starting in September 2011)

- HealthIT+
<http://www.healthitplus.com>
- HealthPort
<http://www.healthport.com>
- IVANS
<http://www.ivans.com>
- MRO
<http://www.mrocorp.com>
- NaviNet
<http://www.navinet.net/>
- RISARC
<http://www.risarc.com>



HIHs that Plan to Offer esMD Services in Nov 2011 or Jan 2012

Nov 2011

- eSolutions (www.ecorpnet.com)
- Cobius (<http://www.cobius.com>)
- IOD, Inc.
(<http://www.iodincorporated.com>)
- Proficient Health
(<http://proficienthealth.com>)
- Craneware (<http://craneware.com>)
- MDClick (<http://www.mdclick.com>)
- Medical Electronic Attachment (<http://www.me-fast.com>)
- EHR Doctors
(<http://www.ehrdoctors.com>)

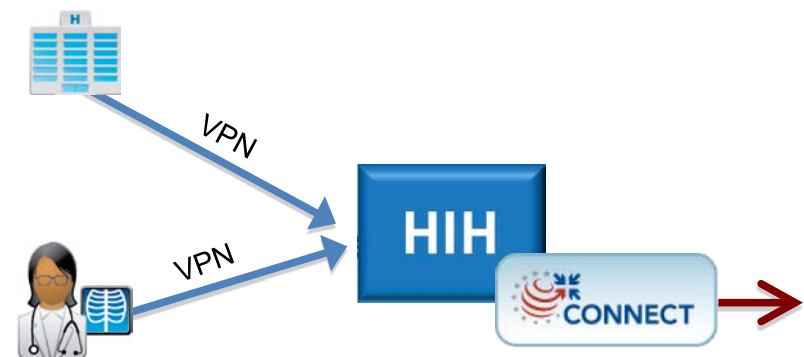
Jan 2012

- ECC Technologies (<http://www.ecctec.com>)
- Empowering Tech (www.empoweringapps.com)
- Invertex (<http://ivertex.com>)
- Stratice Heathcare
(<http://straticehealthcare.com>)
- BACTES (<http://bactes.com>)
- GREENWAY (<http://greenwaymedical.com>)
- Secure Exchange Solutions
(<http://secureexsolutions.com>)
- AKIRA (<http://www.akira-tech.com>)
- ApeniMED (<http://www.apenimed.com>)
- AT&T (www.att.com/healthcare)

CMS Does Not Dictate How an HIH Communicates with Providers

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

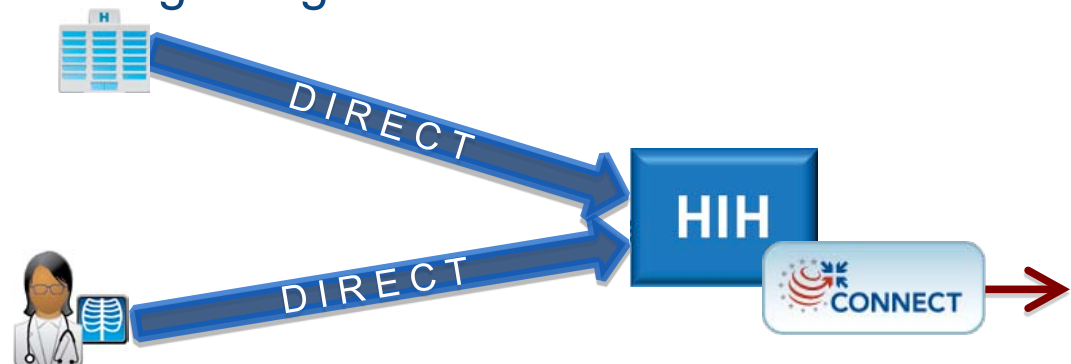
- going onsite to the provider's facility
- using a Virtual Private Network (VPN)
- using a secure web portal



➤ Some esMD HIHs are considering using DIRECT.

<http://directproject.org>

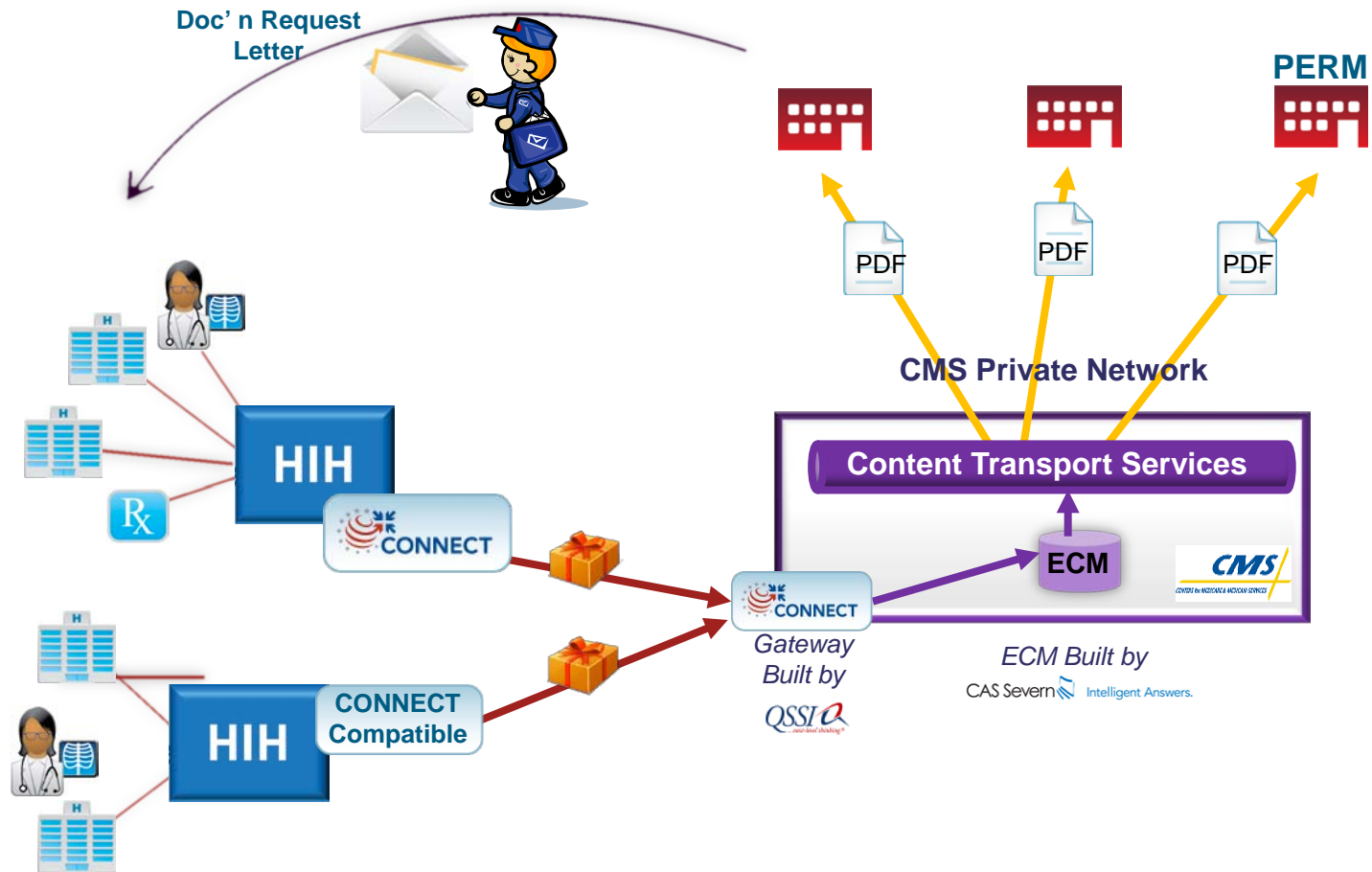
<http://wiki.directproject.org>



esMD HIHs:

- Will receive no funding from CMS or ONC (Note: they may bill providers)
- Attend calls with CMS (bi-weekly)
- Build a CONNECT-Compatible Gateway
- Obtain a certificate, IP address, and share key with CMS Gateway Contractor
- Test with CMS Gateway Contractor
- Recruit providers to join
- “On-Board” to the Nationwide Health Information Network (April 2013)
 - Sign Legal agreements (DURSAs)
 - Test with ONC Gateway Team

esMD Phase 1 September 2011



Definition of an esMD Package



A portion of a patient's medical record in esMD format which will contain:

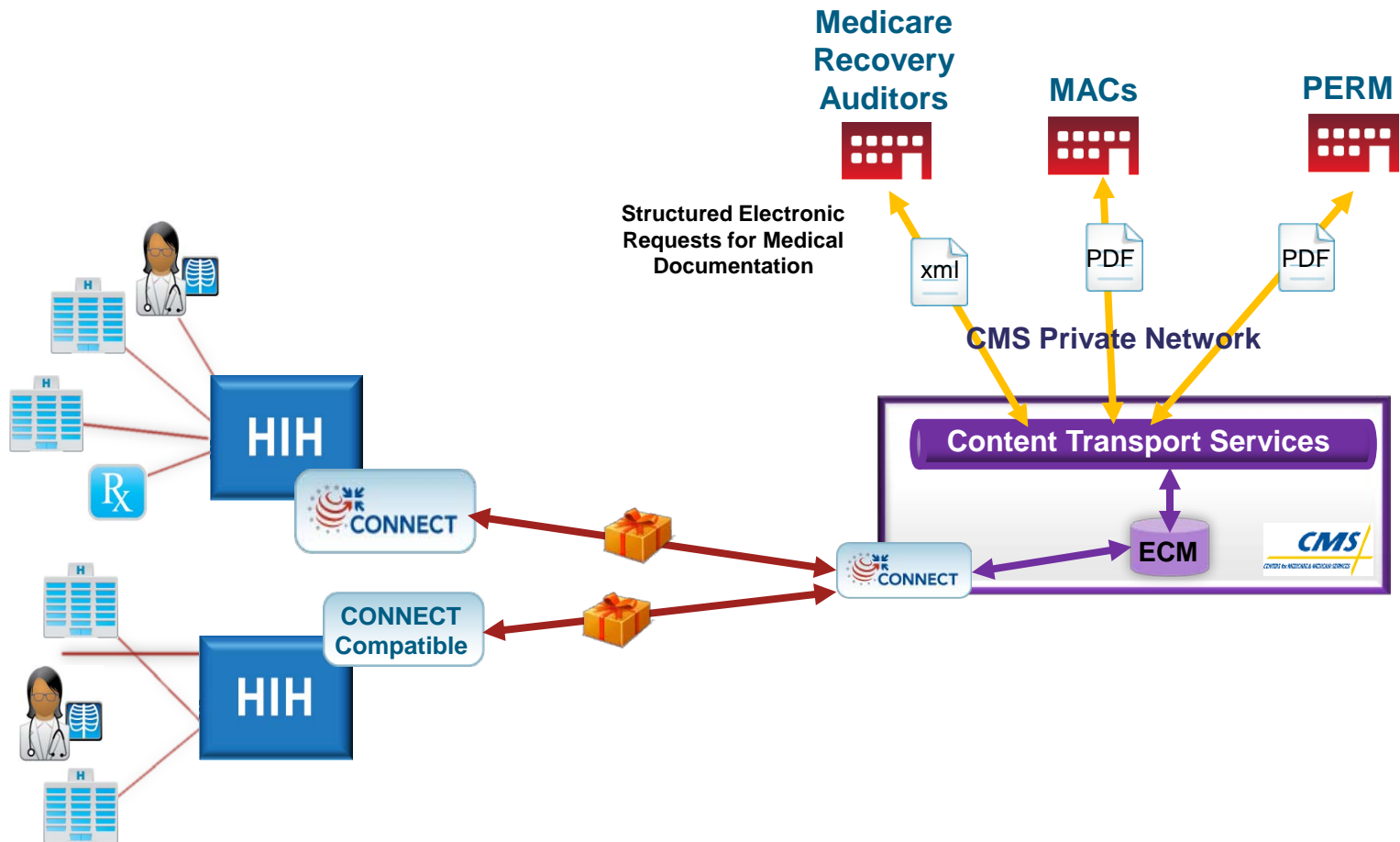
- Imaged documents (PDF)

- Important Metadata Fields:
 - Intended Recipient – Required Field
 - Claim ID – Required Field
 - NPI – Required Field
 - Case ID – Required If Known

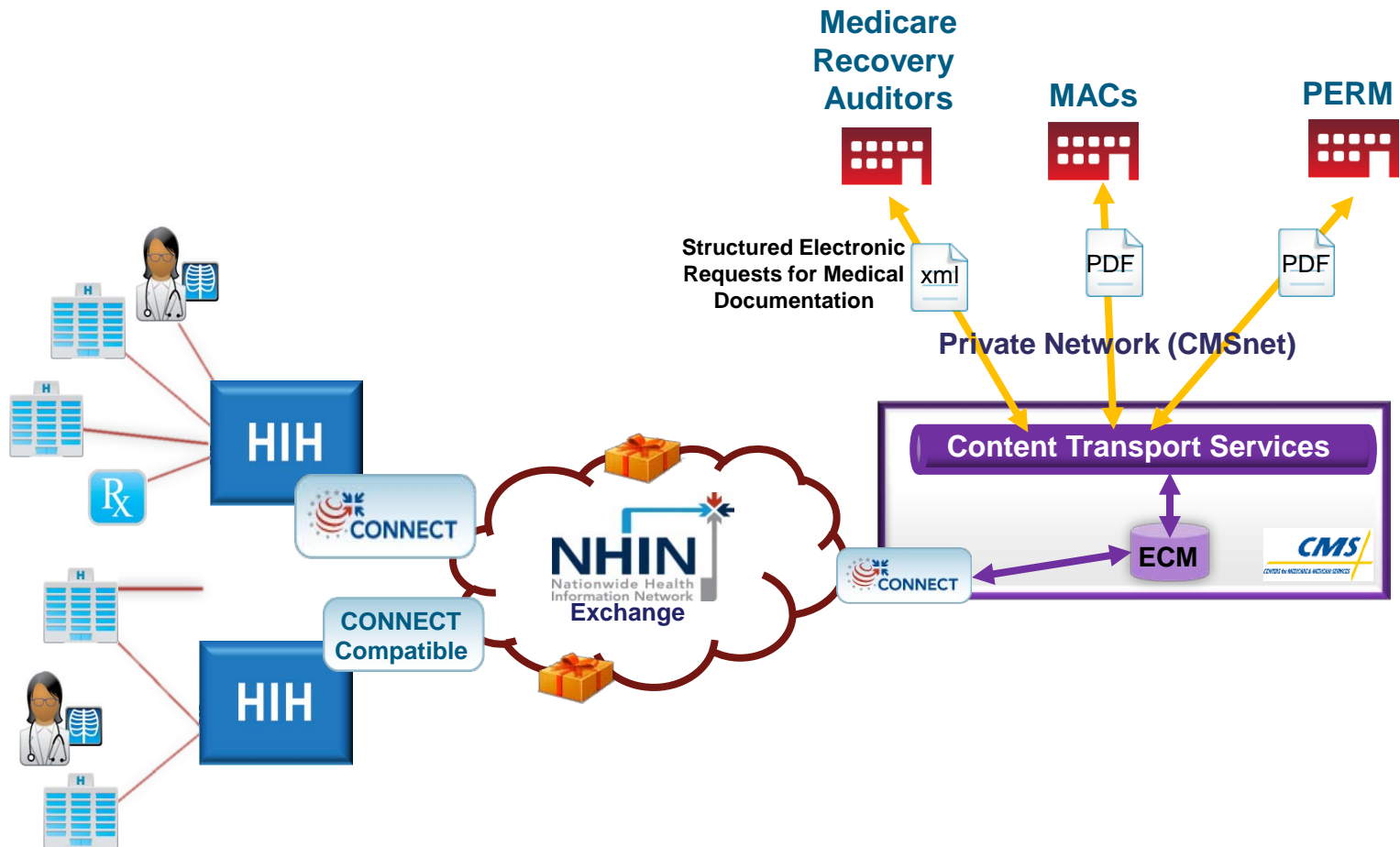
Detailed description for each field can be found in:

- the esMD XDR Profile. (<http://www.connectopensource.org/product/connect-NHIN-specs>)
- the esMD Implementation Guide. (www.cms.gov/esMD)

esMD in Phase 2 October 2012



esMD in Phase 2 January 2013



Current and Future Use Cases for esMD

- Group 1 Documents
 - Medical Documentation in XDR format (PDF)
 - Medical Documentation in X12 format (PDF)
 - Group 2 Documents
 - Structured Practitioner Orders
 - Structured Progress Notes
 - Structured ADMC (prior authorization) Requests
 - Group 3 Documents
 - esMD 2 enrollment
 - Group 4 Documents
 - Outbound ADRs (additional documentation requests)
 - Group 5 Documents
 - Request\Receive Documentation Status
 - Request\Receive Claim Status
 - Request\Receive Appeals Status
 - Group 6 Documents
 - All Administrative Transactions (i.e., Claims Submission, Claim Status, Eligibility lookup)
 - Coordination of benefits (Payer Pre & Post-Payment)
 - Refund Request
 - Medicare Bad Debt Reports (MCBD)
 - Other
- 

esMD Review Contractors

September 2011*

- RAC A – Diversified Collection Services (DCS)
- RAC B – CGI Technologies and Solutions
- MAC J1 & J11 – Palmetto GBA
- MAC J3 – Noridian Administrative Services
- MAC J4 – Trailblazer Health Enterprises
- MAC J5 – Wisconsin Physicians Services Health Insurance Corporation
- MAC J9 – First Coast Service Options
- MAC J12 – Highmark Medicare Services
- MAC J13 - National Government Services
- MAC J14 – NHIC
- DME MAC A – NHIC
- DME MAC B – NGS
- DME MAC D – NAS
- CERT – Livanta
- PERM – A+Government Solutions

*These are anticipated dates and subject to change.
Please check esMD website (<http://www.cms.gov/ESMD>)

esMD Review Contractors

November 2011*

- **MAC J10 – Cahaba Government Benefit Administrators**
- **ZPIC 1 – Safeguard Services LLC**
- **ZPIC 7 - Safeguard Services LLC**
- **RAC D - HealthDataInsights**

January 2012*

- **MAC J15 – Cigna Government Services**
- **DME MAC C – Palmetto GBA**

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Estimate of Providers Submitting via esMD

➤ In September 2011:

- 300 Part A providers
- 700 Part B providers

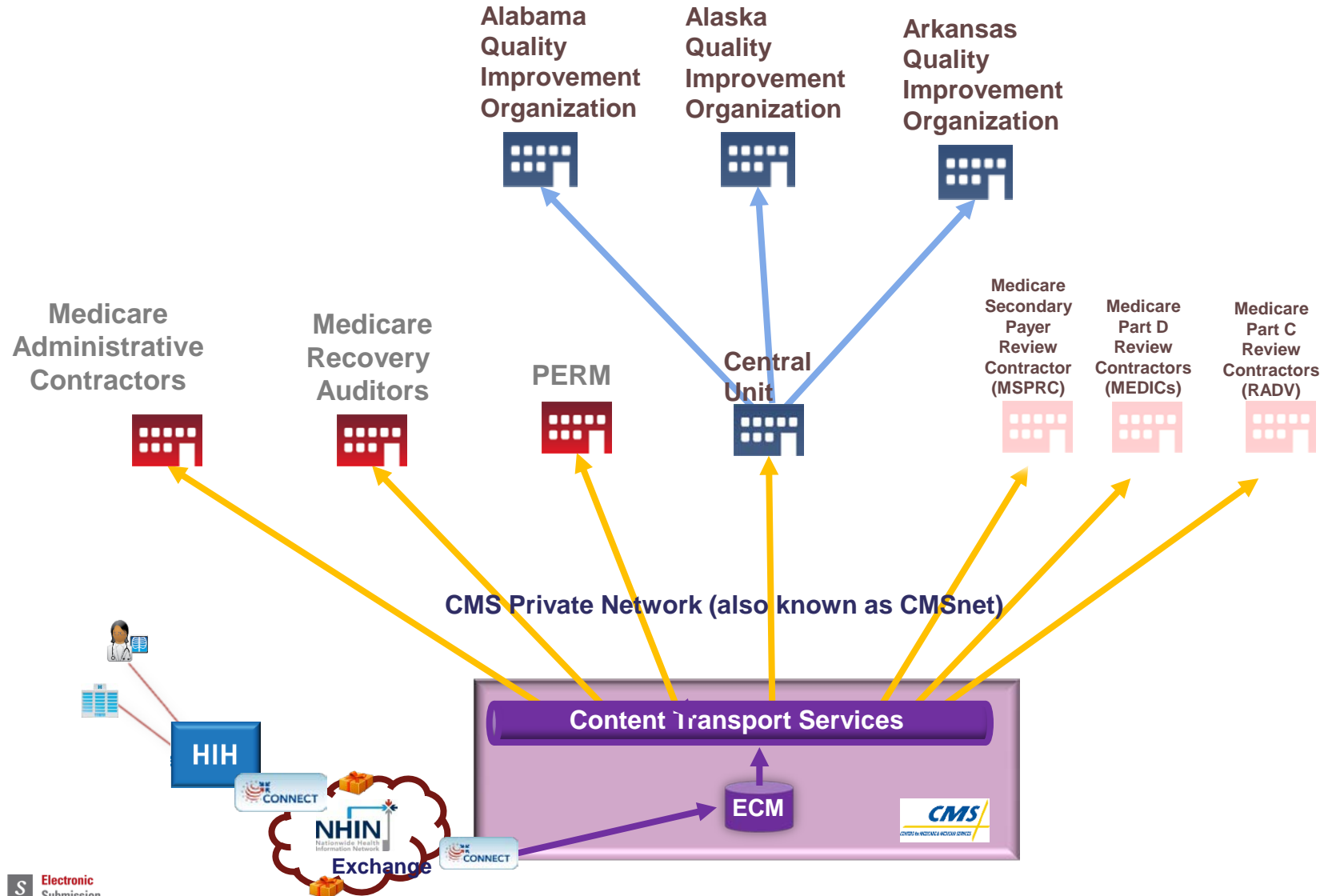


➤ In December 2011:

- 2000 Part A providers
- 25,000 Part B providers



Expanding esMD to other Review Entities



For More Information

To contact anyone on the esMD Team:

esMDTeam@gssinc.com

CMS esMD Website:

www.cms.gov/esMD

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Questions From the Audience

e **S** Electronic
Submission
M **D** of Medical
Documentation

