



Reduce Revenue Cycle Time: How the CMS esMD Electronic Solution Improves Workflow and Increases Efficiencies

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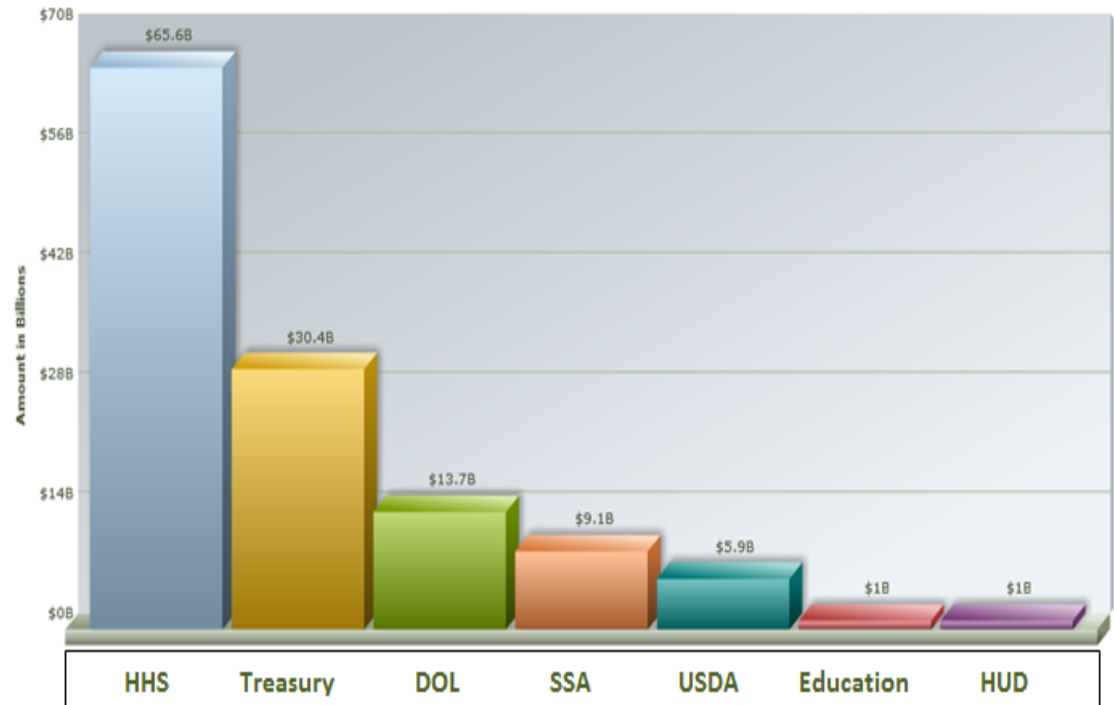
Learning Objectives

- ❖ To recognize how paper-intensive the Medicare/Medicaid documentation request and receipt process is currently.
- ❖ To identify what a health care provider can do to start sending esMD transmissions instead of paper.
- ❖ To examine the new Electronic Submission of Medical Documentation (esMD) program.
- ❖ To determine what a Health Information Handler (HIH) is and what they can do to help providers start sending esMD transmissions.
- ❖ To illustrate the benefits of using esMD over the current paper process.
- ❖ To understand the esMD volume over the past year
- ❖ To explore future use cases for esMD

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 **\$28.8 B** in improper payments (error rate 2011: **8.6%**).
 - the Medicaid FFS program issues more than **\$21.9 B** in improper payments (3-year rolling error rate: **8.1%**).
- 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 the following Claim Review Contractors:

- 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)

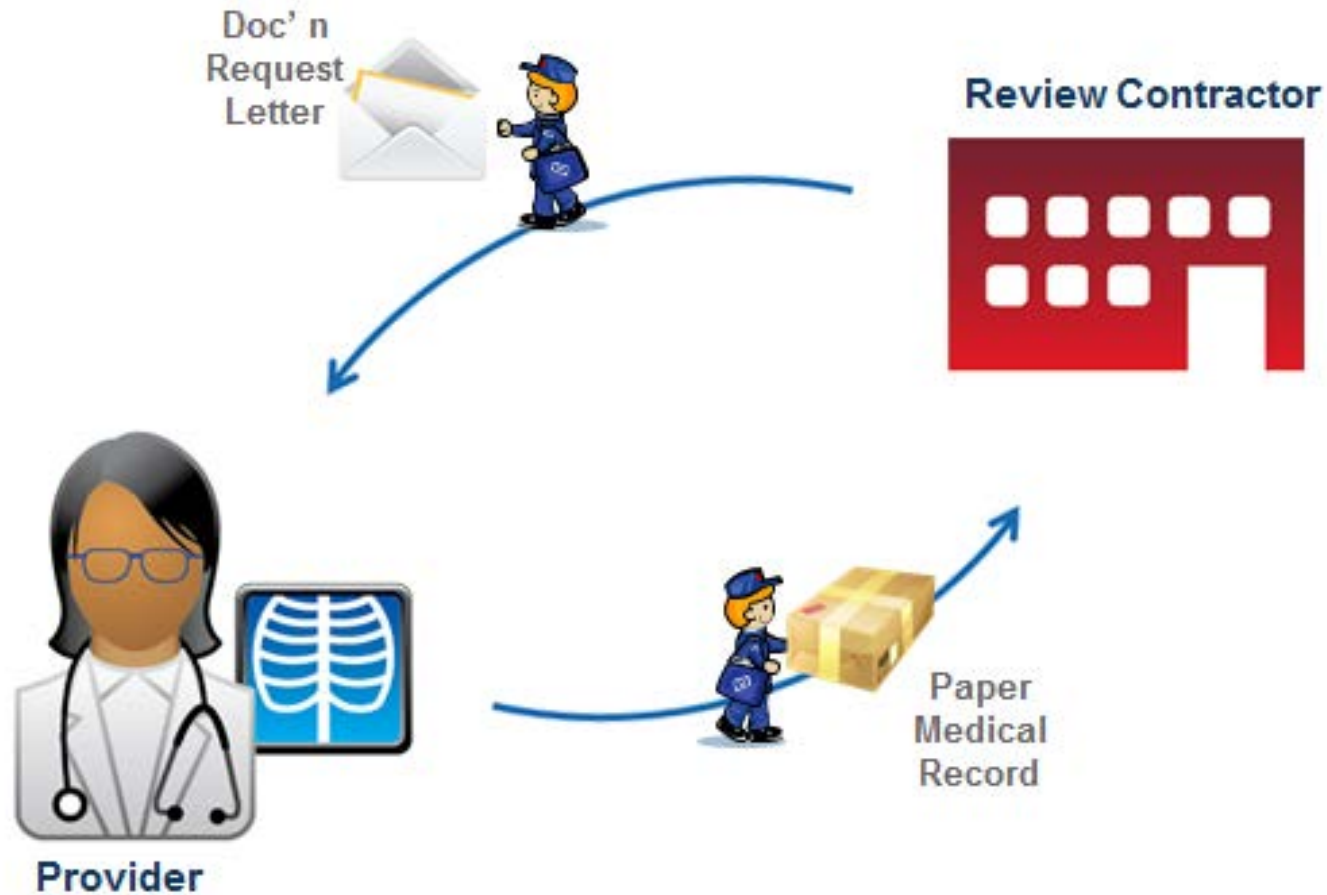
These contractors are overseen by OFM/PCG

- **George Mills,**
Director
- **Melanie Combs-Dyer,**
Deputy Director

➤ Claim review contractors issue over **1 million** requests for medical documentation each year.

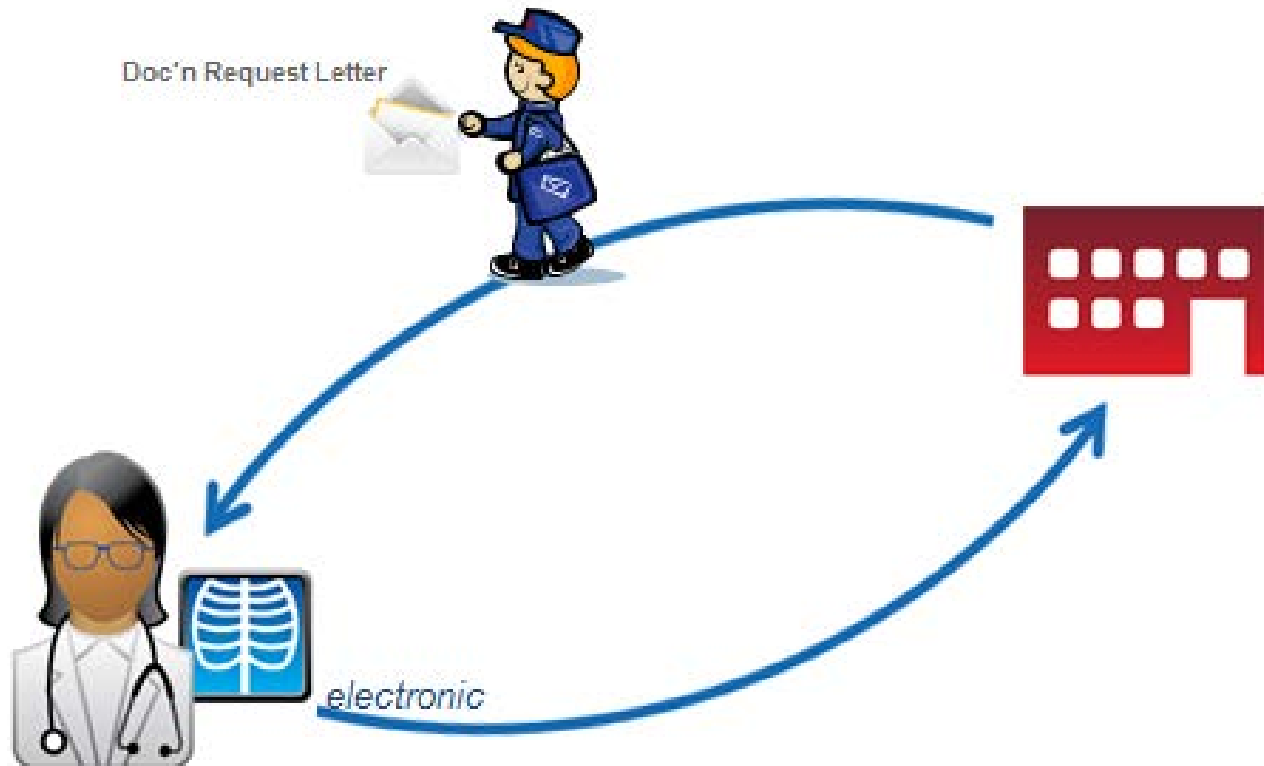
➤ Claim review contractors currently receive most medical documentation in **paper** form or via fax.

Pre-esMD Paper Medical Documentation Process

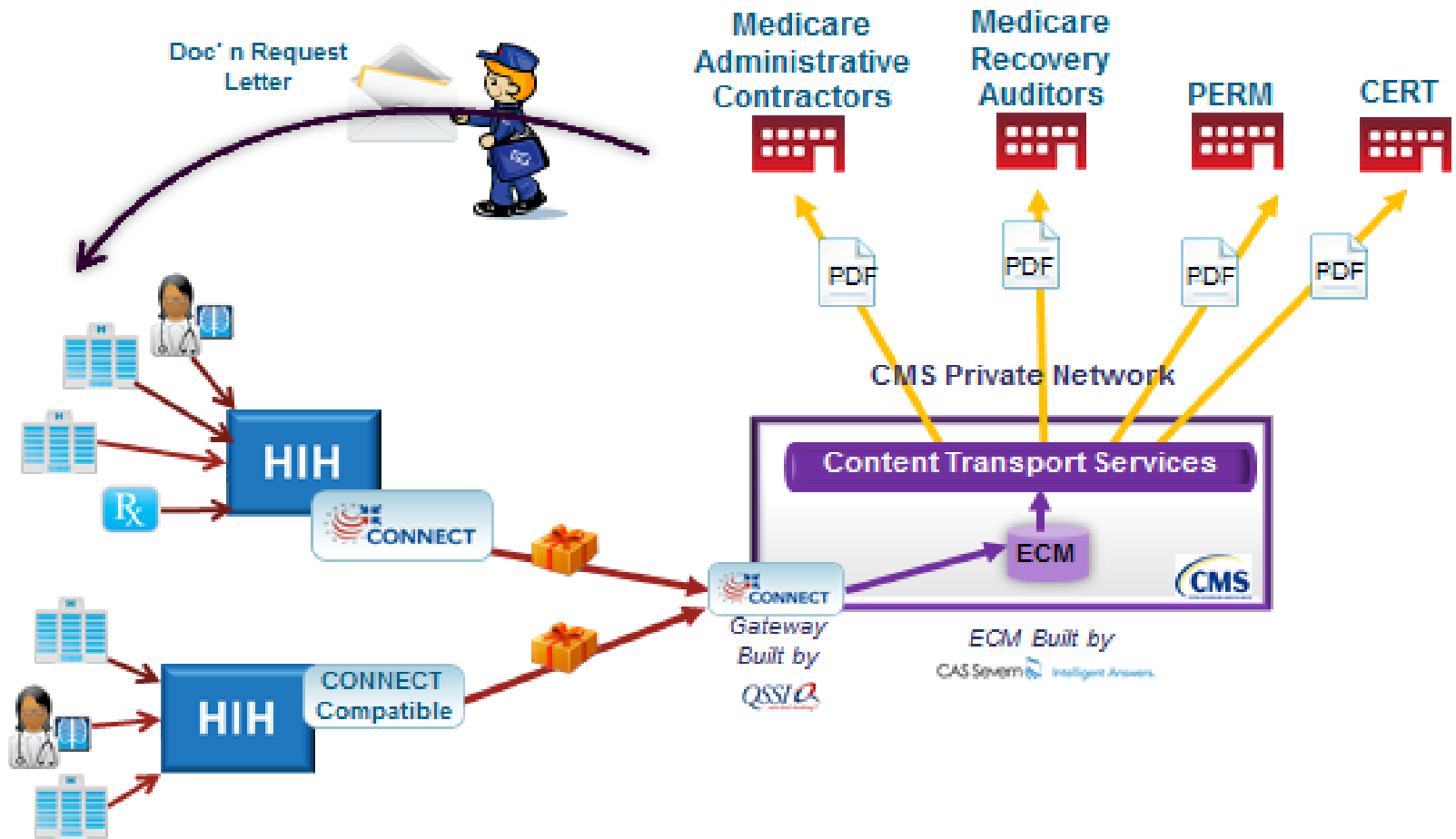


The Solution: Electronic Submission of Medical Documentation (esMD)

(Live as of September 15, 2011)



esMD Phase 1: September 2011



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 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)
Comprehensive Error Rate Testing (CERT)
Program Error Rate Measurement (PERM)
Supplemental Medical Review Contractor (SMRC)

Planning for Early 2013
Medicare Administration J8 (WPS)
Legacy Contractor Title 18 (NGS)

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

The Nationwide Health Information Network

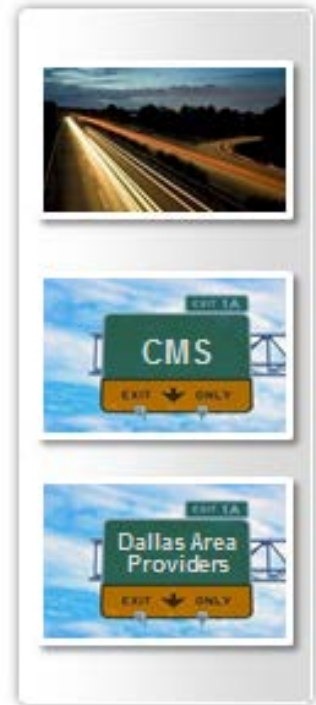
- is a set of **standards, protocols, legal agreements, and specifications** that a consortium of health information organizations have agreed are necessary for **secure and private** exchange of health information over the public internet.
- is overseen by the Office of the National Coordinator for 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 Gateway uses
this NHIN standard

esMD transactions are SAFE and SECURE because
the esMD system uses **NwHIN standards**

CMS esMD Gateway

- CMS built an NwHIN Exchange Gateway to accept esMD transactions from providers.
- The CMS esMD gateway went live September 15, 2011!
- CMS uses the “CONNECT” brand of gateway

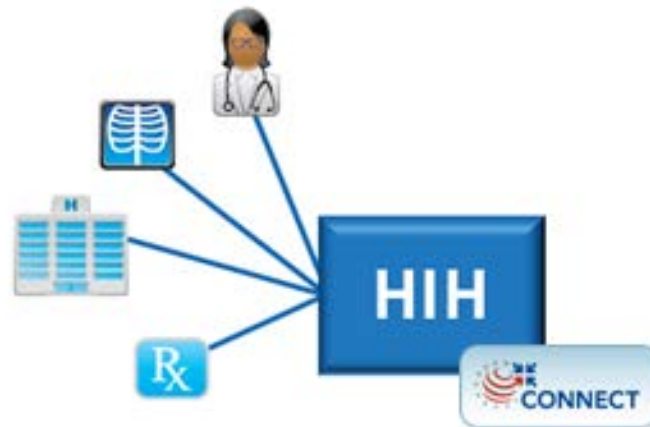


How Can Providers Obtain Access to a Gateway?

- Providers can build their own gateway



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



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.

HIHs under Certification Process to Offer esMD Services
One Source Document Management
H&H Medical Records, LLC
MedFORCE Technologies
MDclick
AT&T
Bluemark
Dorado Systems
UPMC
Verisma Systems

- Note: Are not funded by CMS or ONC
- For an updated list, visit: www.cms.gov/esMD

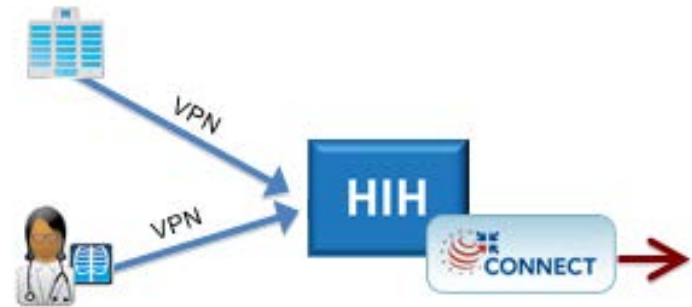
Where Will HHCs Offer esMD Services?

Company	CMS Certification Date	MAG J1	MAG J3	MAG J4	MAG J5	MAG J9	MAG J10	MAG J11	MAG J12	MAG J13	MAG J14
		(CA, NV, HI)	(AZ, MT, ND, SD, UT, WY)	(CO, NM, OK, TX)	(NE, KS, IA, MO)	(FL, PR, VT)	(AL, GA, TN)	(NC, SC, VA, WV)	(DE, DC, MD, NJ, PA)	(CT, NY)	(ME, MA, NH, RI, VT)
HealthPort	9/15/2011	X	X	X	X	X	X	X	X	X	X
IVANS	9/15/2011	X	X	X	X	X	X	X	X	X	X
RI&ARC	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	X
Health IT+	11/22/2011	X	X	X	X	X	X	X	X	X	X
eSolutions	1/20/2012	X	X	X	X	X	X	X	X	X	X
MEA	1/20/2012	X	X	X	X	X	X			X	
ApenIMED	1/25/2012	X			X						
IOD	1/27/2012	X	X	X	X	X			X	X	X
Cobius	2/01/2012	X	X	X	X	X	X		X	X	X
SSI Group	5/18/2012			X	X	X	X			X	
Proficient Health	5/22/2012			X		X	X	X	X	X	X
Rycan	7/18/2012	X									
Craneware	8/07/2012	X	X		X		X	X		X	X
MediConnect	8/31/2012	X	X	X	X	X	X	X	X	X	X
SunCoast RHIO	10/23/2012					X				X	
LOISS, LTD.	11/23/2012	X	X	X	X	X	X	X	X	X	X

CMS Does Not Dictate How an HIE Communicates with Providers

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

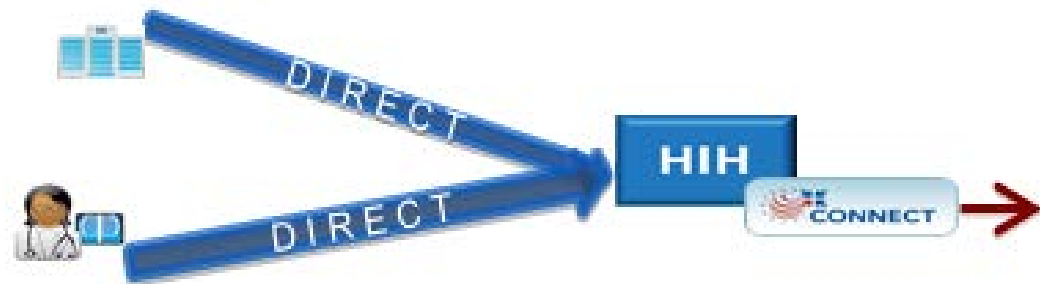
- going onsite to the provider's facility
- using a Virtual Private Network (VPN)
- using a secure web portal



➤ Some esMD HIEs are considering using DIRECT.

<http://directproject.org>

<http://wiki.directproject.org>



Current and Future Use Cases for esMD

INBOUND (esMD Phase 1)

- Responses to Documentation Request Letters in PDF
- Prior Authorization (PA) Requests in PDF
- Unsolicited Documentation in PDF (called paperwork or “PWK”)
- Structured Progress Notes, Structured Orders, Structured Detailed Product Descriptions
- Structured esMD Phase 2 Registration
- Appeal Requests in PDF
- Etc.



We Are Here

esMD Usage in the First Year of Production

(September 15, 2011- September 15, 2012)

- **1,778:** Providers who sent one or more submissions



- **16:** HIHs

HIH

- **21:** Review Contractors

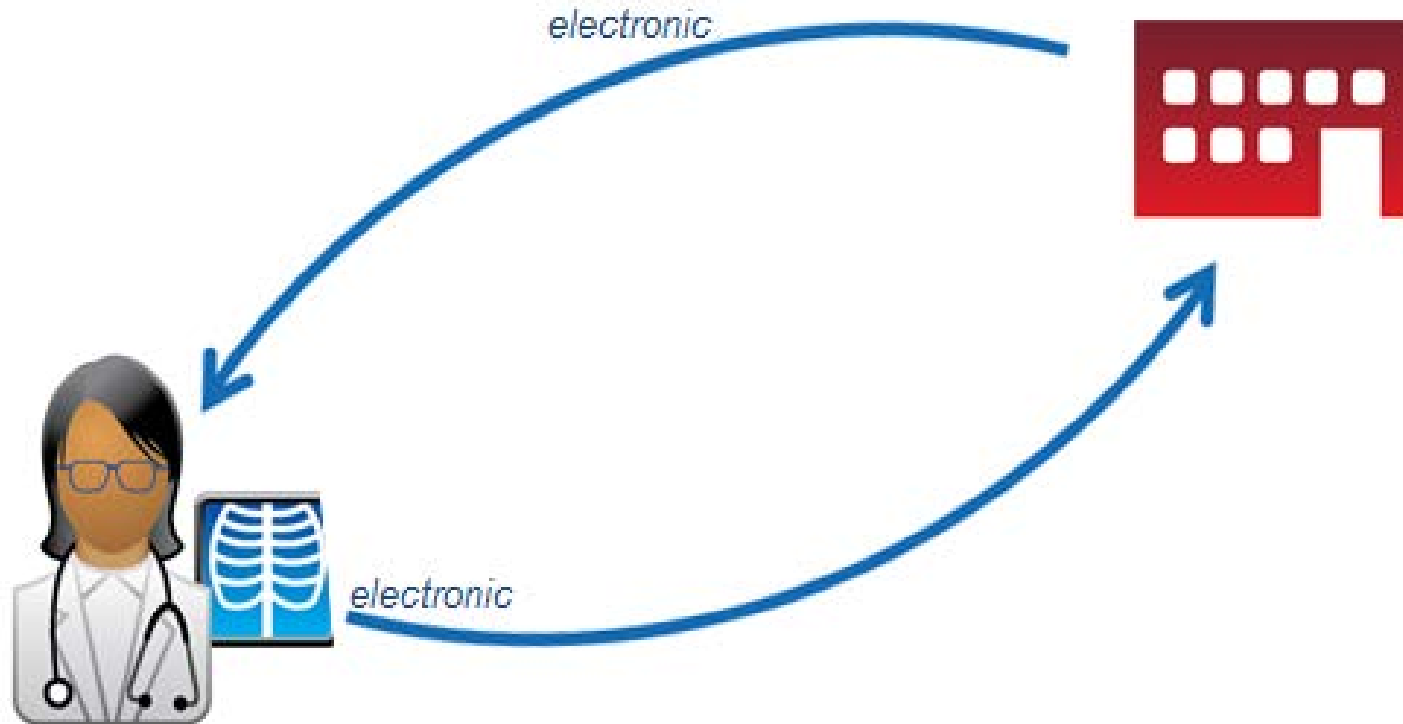


- **1** Document type accepted: Response to Doc Request

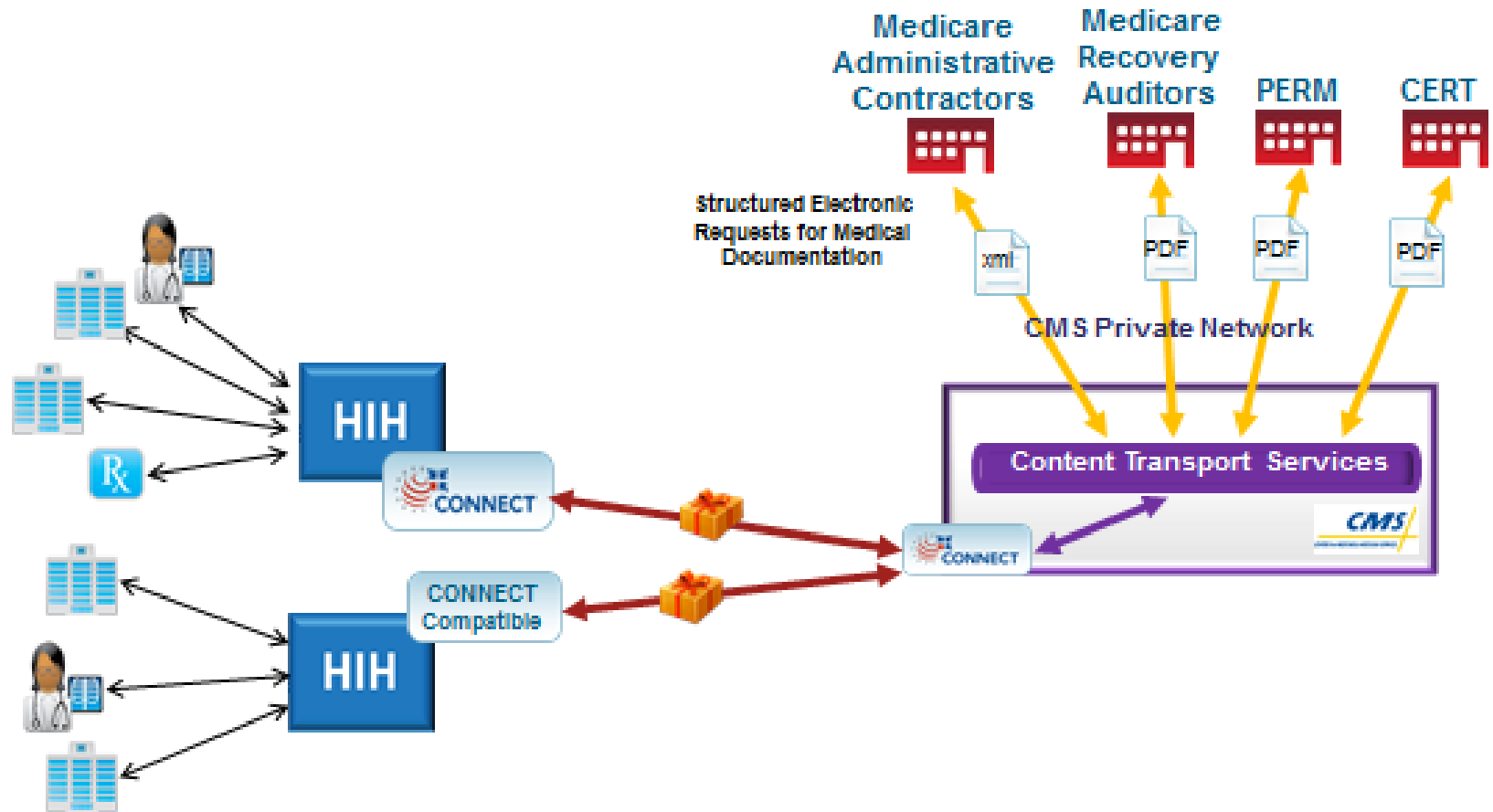


Phase 2: Electronic Submission of Medical Documentation (esMD)

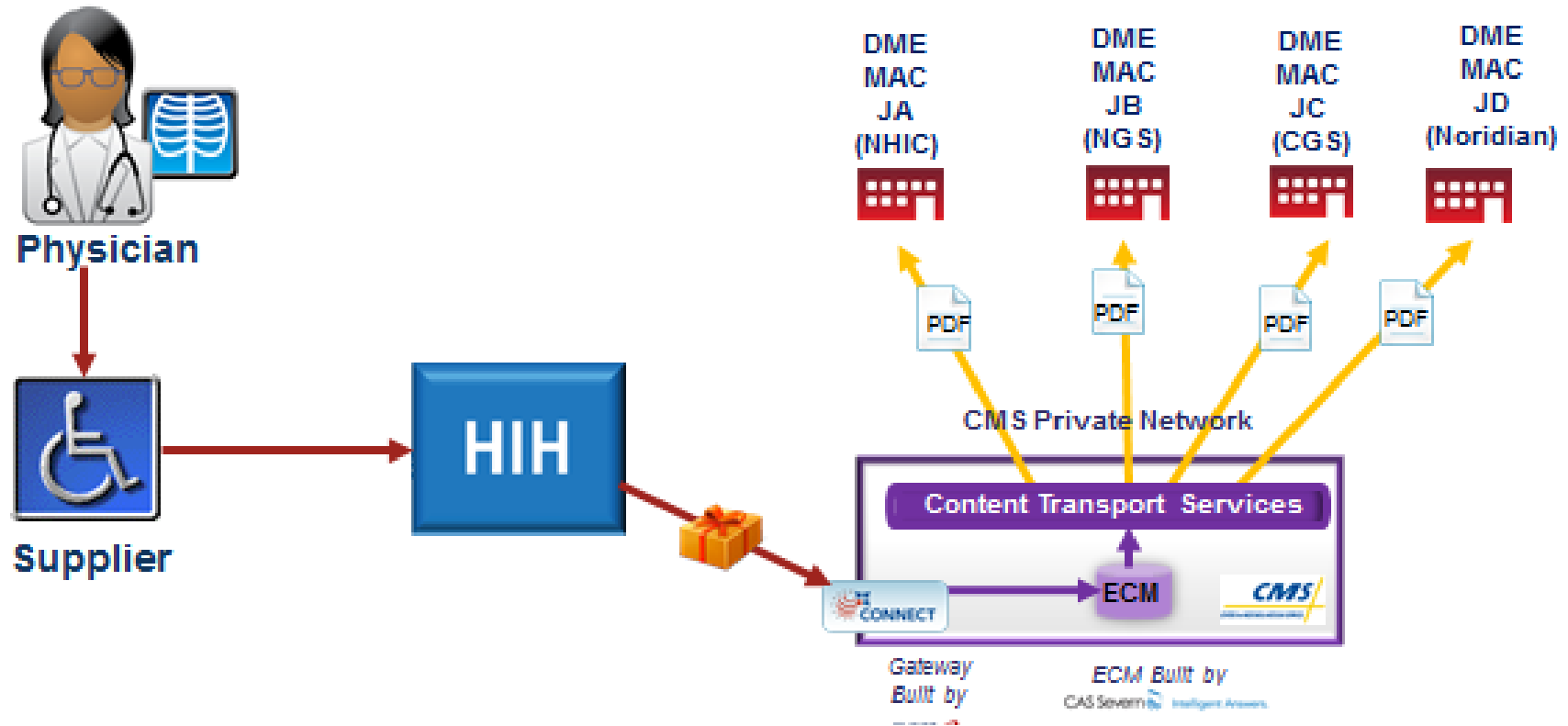
(Planned for Future Release)



esMD Phase 2: Future Release



Prior Authorization (PA) of Power Mobility Devices (PMD) Submissions Through esMD



Prior Authorization Requests may be submitted directly to CMS via esMD. A Durable Medical Equipment (DME) supplier will obtain a letter of medical necessity and preauthorization from the provider and will submit the request for approval of health care based on medical necessity via esMD to CMS. The supplier will obtain preauthorization from the DME MAC before the request for DME is processed.

Possible Future Use Cases for esMD

OUTBOUND (esMD Phase 2)

- Structured Outbound Documentation Requests
- Review Results Notices
- Demand Letters
- Etc.

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>

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@CMSGov (Look for #CMS_esMD)

Questions From the Audience

