eSolutions
revenue cycle management technology

WELCOME TO

How the CMS esMD Electronic Solution Can Simplify Your Audits

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Objectives

1. Understand esMD and Its Purpose

2. Review Current and Future Use Cases

3. Identify Participating CMS Contractors

4. Learn How To Get Started

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Understanding esMD

What is esMD?

Electronic Submission of Medical Documentation (esMD) provides a quick and easy way to respond to additional documentation requests (ADRs) by CMS Review Contractors such as the RACs, MACs, DME MACs, ZPICs, SMRC, CERT, and PERM. In addition to ADRs, esMD also allows you to submit Level 1 appeals (Redetermination), RAC Discussion Requests, Advanced Determination of Medicare Coverage (ADMC) Requests, and Power Mobility Device Prior Authorization Requests (PMD PAs).

Secure, HIPAA Compliant Submission

Accepts Portable Document Format (PDF)

Simple and Efficient

Audits already cost you money. Stop spending more than you need to.
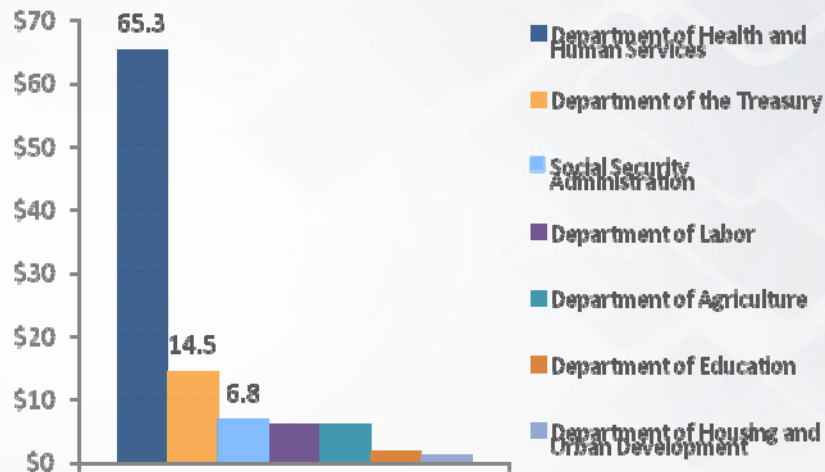
Improper Payments by Agency (FY 2013)

$357.4B Total Medicare Payments
Medicare receives 4.9 M claims per day (cms.gov)

$36.0B Improper Medicare Payments
Most improper payments can only be detected by a human comparing a claim to the medical documentation.

10.1% Improper Medicare Payment Rate

Legend:
- Department of Health and Human Services
- Department of the Treasury
- Social Security Administration
- Department of Labor
- Department of Agriculture
- Department of Education
- Department of Housing and Urban Development

Chart values: 65.3, 14.5, 6.8
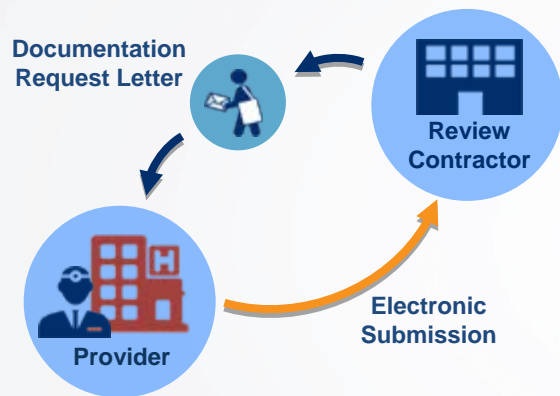
Medicare and Medicaid account for $50.4 Billion in Improper Payments
www.paymentaccuracy.gov

Process Before esMD

Documentation Request Letter

Review Contractor

Paper Medical Record

Provider

... and with esMD

Documentation Request Letter

Review Contractor

Provider

Electronic Submission

Phase 1 - Current

Went Live September 2011

Electronic Documentation Request

Review Contractor

Provider

Electronic Submission
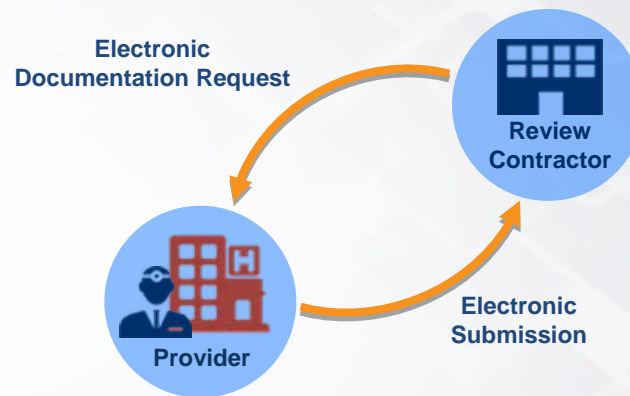
Phase 2 - Future

Pilot Project Began 2014

esMD Benefits

Taking advantage of esMD can help providers **save money and increase efficiency**

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.

Reduced costs

esMD helps to reduce the amount of labor required to fulfill these requests by no longer having to mail records, feed a fax machine, or burn CD's.

Delivery Confirmation

esMD provides electronic confirmation tracking when records are delivered and received by a Review Contractor.

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Current and Future Use Cases

Current Use Cases

Inbound

- Responses to Documentation Request Letters in PDF

- RAC Discussion Requests

- Appeal Requests in PDF

- Prior Authorization Requests Power Mobility Device (PMD) Requests in PDF (DME Providers)

- Advance Determination of Medicare Coverage (ADMC) Requests (DME Providers)

Outbound

- Prior Authorization Power Mobility Device (PMD) Response

Future Use Cases

Inbound

- Unsolicited Documentation in PDF (PWK)
- Structured Orders, Progress Notes
- Structured Registration

Outbound

- Structured Outbound Documentation Requests
- Review Results Letters
- Demand Letters

Lookup

- Request\Receive Documentation Status
- Request\Receive Claim Status
- Request\Receive Appeals Status
- Request\Receive Eligibility Info

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Participating Review Contractors

RACs That Accept esMD

	Accepts Medical Documentation Responses from HIHs	Accepts RAC Discussion Requests from HIHs	Respond to Review Status Updates from HIHs
RAC A (Performant Recovery)	Yes	Yes	Expected 2015
RAC B (CGI)	Yes	Yes	Expected 2015
RAC C (Connolly)	Yes	Yes	Expected 2015
RAC D (HDI)	Yes	Yes	Expected 2015

HIH = Health Information Handler

www.cms.gov/esMD
Updates provided for current and future transactions. types

A/B MACs That Accept esMD

	Accepts Medical Documentation Responses from HIHs	Accepts First Level Appeal Requests from HIHs
MAC JE (Noridian)	Yes	Yes
MAC JF (Noridian)	Yes	Yes
MAC J5 (WPS)	Yes	Yes
MAC JN (First Coast)	Yes	Yes
MAC J11 (Palmetto)	Yes	Yes
MAC JL (Novitas Solution)	Yes	N/A
MAC JK (NGS)	Yes	Expected January 2015
MAC JN (J10) (Cahaba)	Yes	Yes
MAC JH (Novitas Solution)	Yes	N/A
MAC J6 (NGS)	Yes	Expected January 2015
MAC J8 (WPS)	Yes	Yes
MAC J15 (CGS)	Yes	Expected November 2014

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Updates provided for current and future transactions types.

Other Review Contractors That Accept esMD

	Accepts Medical Documentation Responses from HIHs	Receives PMD Prior Authorization Requests in PDF from HIHs	Sends PMD Prior Authorization Review Results to HIHs
DME MAC JA (NHIC)	Yes	Yes	Yes
DME MAC JB (NGS)	Yes	Yes	Yes
DME MAC JC (CGS)	Yes	Yes	Yes
DME MAC JD (Noridian)	Yes	Yes	Yes
Comprehensive Error Rate Testing (CERT)	Yes	N/A	N/A
Program Error Rate Measurement (PERM)	Yes	N/A	N/A
ZPIC Zone 1 (SafeGuard Services)	Yes	N/A	N/A
ZPIC Zone 2 (Advanced Med)	Yes	N/A	N/A
ZPIC Zone 3 (Cahaba)	Yes	N/A	N/A
ZPIC Zone 4 (Health Integrity)	Yes	N/A	N/A
ZPIC Zone 5 (Advanced Med)	Yes	N/A	N/A
ZPIC Zone 7 (SafeGuard Services)	Yes	N/A	N/A
SMRC (Strategic Health Solutions)	Yes	N/A	N/A

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How To Get Started With esMD

How Providers Can Obtain Access

Provider

CONNECT

HIH

CONNECT

1

Providers can build their own gateway
CMS esMD Gateway is built using the open source CONNECT software. This solution enables secure exchange of electronic health information adhering to various Health Information Technology (HIT) interoperability standards. (www.cms.gov/esMD)

2

Providers can contract with a Health Information Handler (HIH)
Any organization that is certified to handle health information on behalf of a provider is an HIH. (www.cms.gov/esMD)

esMD is <u>NOT</u> Mandatory For Providers

The esMD program is available for provider convenience, but is not required.

CMS recognizes that not all providers are adopting HIT solutions at the same pace.

Q **Will providers who use esMD be more likely to get selected for review?**

No. CMS prohibits review contractors from selecting providers based on their esMD status. (CMS Program Integrity Manual, Chapter 3, Section 3.2.1)

W http://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/ESMD/Information_for_Providers.html

Increased Adoption of esMD

Providers are transitioning to esMD in greater numbers each month using HIHs.

SEPT 2012	APR 2013	SEPT 2013	MAR 2014	OCT 2014
1,778 Providers	**3,623 Providers**	**30,199 Providers**	**56,543 Providers**	**74,010 Providers**

eSolutions (an HIH) Offers esMD Services Nationwide
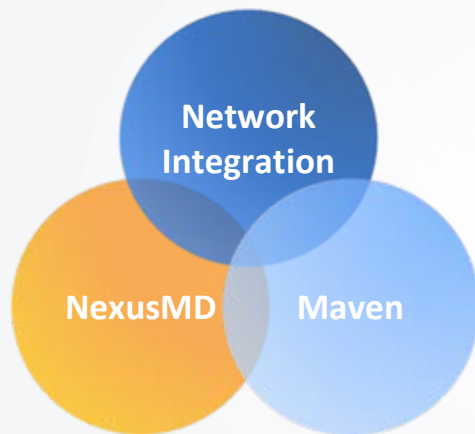

- Acute Care/Hospital
- Home Health and Hospice
- SNF/LTC
- Physicians
- DME
- All Other Providers

http://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/ESMD/

esMD Solutions

eSolutions has esMD solutions for all organizations.

NexusMD
Convenient website portal. Secure solution that's cost-effective for all providers.

Maven
Comprehensive ADR tracking and appeals management workflow tool.

Network Integration
Fully integrate with existing systems. Ideal for large organizations.

Network Integration

NexusMD   Maven

www.esolutionsinc.com/esmd-document-submission

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