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

Introducing esMD to Providers, Review Contractors, and Health Information Handlers

The Centers for Medicare & Medicaid Services (CMS)

Center for Program Integrity (CPI)

Provider Compliance Group (PCG)

# Need for Additional Documentation

- **Medicare Fee-For-Service (FFS) Program makes billions of dollars in estimated improper payments.**

- **CMS employs several types of Review Contractors (RCs) to measure, prevent, identify, and correct these improper payments.**

- **RCs find improper payments by selecting a small sample of claims, requesting and reviewing medical documentation from the provider.**

- **RCs request medical documentation by sending a paper letter to the provider - Additional Documentation Request (ADR).**

- **Provider responds with the appropriate documentation – ADR response via Mail/Fax.**

- **esMD (Electronic Submission of Medical Documentation) was introduced as a secure electronic communication channel for the exchange of supporting documentation between the Providers and RCs.**

Pre-esMD Documents Exchange Process
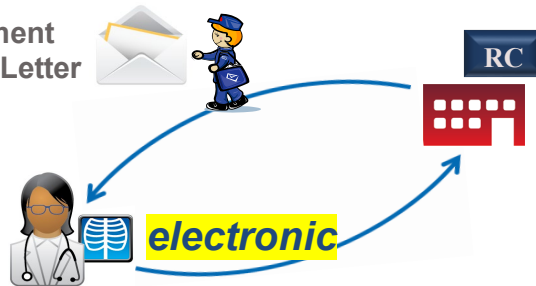
Document Request Letter
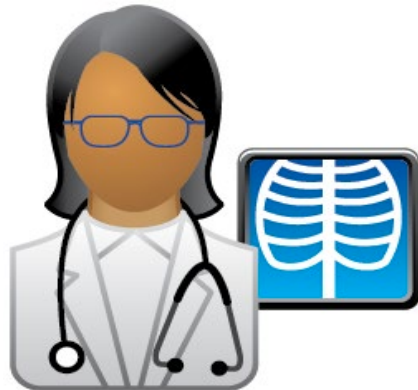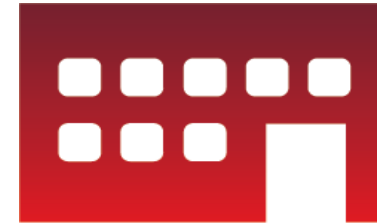
Review Contractor

Paper Medical Record

Provider

esMD Phases
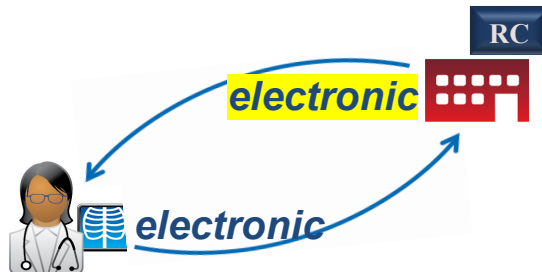
Phase 1: Document Request Letter

electronic

Went live Sept 15, 2011

Phase 2:

electronic

electronic

Went live March 23, 2020

esMD Overview

- **Electronic Submission of Medical Documentation (esMD) provides a secure and electronic channel for this exchange between the Provider community and RCs**

- **Medicare Fee-for-Service (FFS) providers and suppliers can send the following via esMD**
  - Responses to Additional Documentation Requests (ADRs)
  - First and second level appeal requests
  - RAC and DME discussion requests
  - Advanced Determination of Medicare Coverage (ADMC) requests
  - Unsolicited claim related documentation
  - Prior Authorization (PA) requests along with supporting documentation

- **Medicare FFS providers and suppliers can receive**
  - Prior Authorization Responses
  - Electronic Medical Documentation Request (eMDR)

esMD Overview

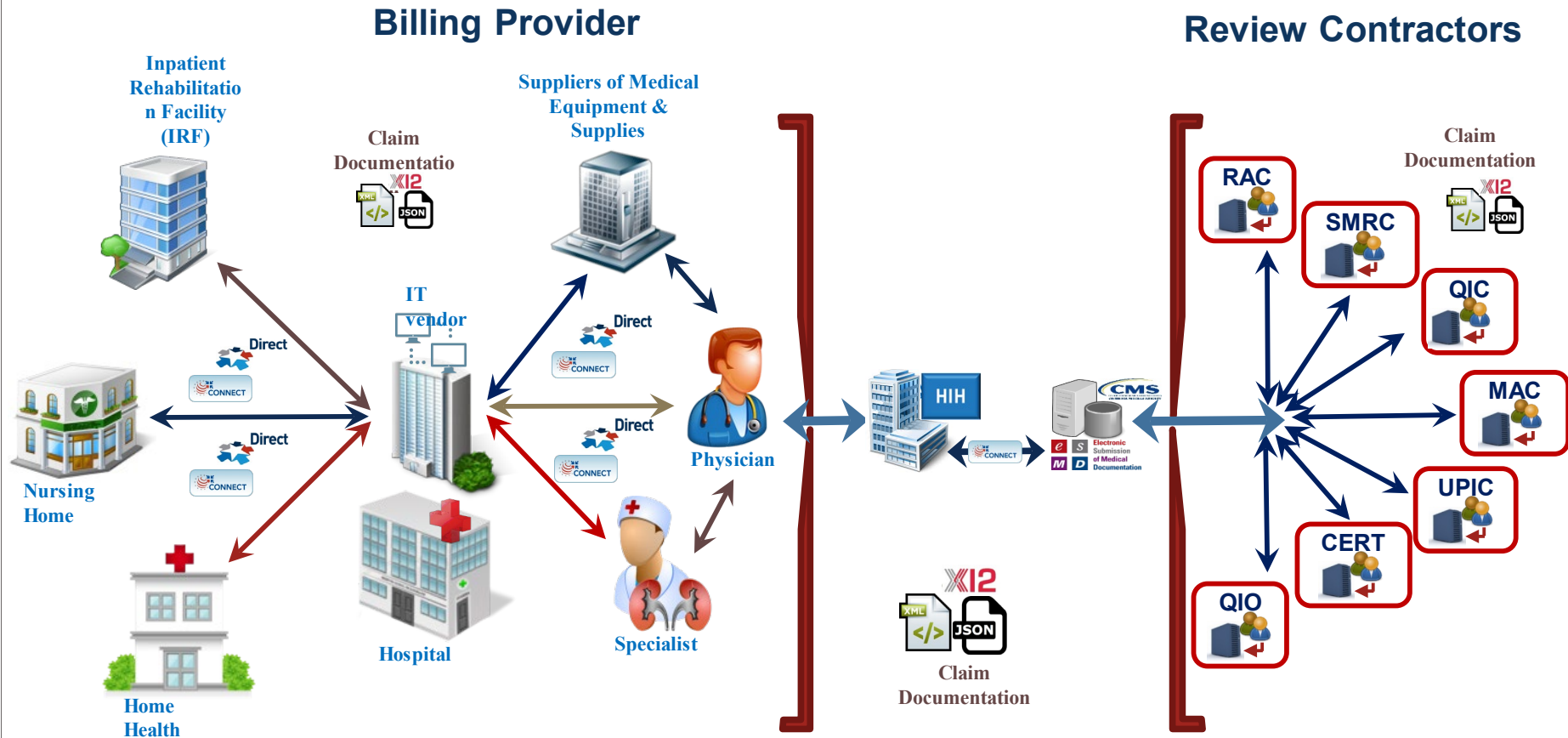- esMD system comprises of a CONNECT Gateway which is capable of exchanging documents with other Connect compatible gateways

- Health Information Handlers (HIHs) are organizations that develop and maintain such CONNECT compatible gateways to facilitate exchange of documents between the Providers and CMS

- Providers can exchange transactions with esMD either by becoming an HIH themselves or by using the services of an HIH

Benefits of using esMD

Review Contractors conduct <u>Improper Payment</u> Reviews to identify, correct and prevent improper payments by selecting a small sample of claims to verify provider's compliance with Medicare rules. esMD enables Providers to submit requested documentation electronically and benefits them as below :

- **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 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.

esMD Process Flow

Billing Provider

Review Contractors

Inpatient Rehabilitation Facility (IRF)

Suppliers of Medical Equipment & Supplies

Claim Documentation

Claim Documentation

Nursing Home

IT vendor

Physician

HIH

CMS — Electronic Submission of Medical Documentation

Hospital

Specialist

Home Health

Claim Documentation

RAC, SMRC, QIC, MAC, UPIC, CERT, QIO

Health Information Handlers (HIHs) are organizations that develop and maintain Connect compatible gateways to facilitate exchange of documents between the Providers and CMS

eSMD Electronic Submission of Medical Documentation

Providers who want to submit via esMD

- **STEP 1:**

  Find out if your Review Contractors accept esMD (Slide11 and 12 have the names of the RCs).

- **STEP 2:**

  Submit documentation to esMD by building your own gateway or by using the services of the sponsored HIH. (Slide 10 has the names of the HIHs).

  Note: For more information, visit

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

HIHs using esMD

CMS Certified esMD HIHs	
• ABILITY Network/IVANS	• MedFORCE Technologies
• Bluemark, LLC	• MRO
• ChartFast	• SSI
• CIOX Health	• SunCoast RHIO, Inc.
• Cobius	• UPMC
• Synergy Health Services (formerly Consulate Healthcare)	• Vyne Medical
• Craneware, Inc.	
• Waystar (formerly eSolutions, Inc.)	

Note: HIHs are not funded by CMS.

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

RCs accepting via esMD

DME MACs	
DME MAC A & D (Noridian)	DME MAC JB & JC (CGS)
MACs	
MAC JE & JF, SMRC (Noridian)	MAC J15 (CGS)
MAC J6 & JK (NGS)	MAC JN (First Coast Service Options)
MAC JJ, JM & RRB (Palmetto)	MAC J5 & J8 (WPS)
MAC JH & JL (Novitas Solutions)	
RACs	
Performant (RAC Region 1 & 5)	Cotiviti (RAC Region 2, 3 & 4)
QICs	
QIC Part A West & DME (Maximus)	QICs Part A East, Part B North & South (C2C)

RCs accepting via esMD

UPICs	
UPIC West & South West (Qlarant)	UPIC North East & South East (Safeguard Services)
UPIC Mid West (Covent Bridge)	
CERT	
NCI	
PERM	
NCI	
QIOs	
Livanta (QIO Appeals, Quality of Care Complaints, HWDRG, SSR)	

Electronic Submission of Medical Documentation

HIH Gateway services

A Health Information Handler (HIH) is any company that handles health information on behalf of the Provider(s). Examples include

- **Health Information Exchange (HIE)/Regional Health Information Organization (RHIO)**

- **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, packaging and mailing.

- **Electronic Health Record (EHR) Vendor**

- **Claim Clearinghouse**

- **Health Internet Service Provider (HISP)** An entity that provides services that enable providers or health organizations to exchange health information using the internet
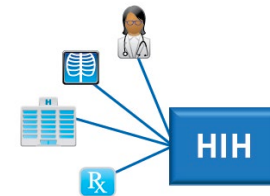
How can an Organization become an HIH?

- **Complete the esMD HIH Agreement with CMS.**

- **Ensure that appropriate Business Associate Agreements are in place with your Providers.**

  - **Option 1**

    - Build a CONNECT-Compatible Gateway on their own. (Implementation guides available at *https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/ESMD/Information_for_HIHs.html*)

    - Contact CMS Business Owner for more details.

  - **Option 2**

    - Contact RIOC team (*rioc@mettles.com*) to follow the steps to install, configure, and test using their own instance of the RIOC gateway software.

RIOC Project

- **Reference Implementation and Outreach Coordinator (RIOC) Project**

- **Provides RIOC Gateway as an out-of-the-box implementation of a CONNECT compatible gateway Software for HIHs to use**

- **Expectation is that**

  - A current or potential HIH will install their own instance of RIOC Gateway in their test environment

  - Integrate the Gateway into their existing workflows and/or applications

  - Configure and test with esMD

  - Move to production with their instance of the RIOC Gateway

Contact Information

CMS Business Owner: esMDBusinessOwners@cms.hhs.gov

CMS esMD Website: www.cms.gov/esMD

CONNECT Website: http://www.connectopensource.org

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