



# Electronic Claim Attachment Project

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# Empire Medicare Services (EMS)

Division of Empire BlueCross Blue Shield

Intermediary for 1,670 Medicare Institutional Providers

- ◆ New York
- ◆ Massachusetts
- ◆ Delaware
- ◆ Connecticut

Carrier for 86,521 Medicare Professional Providers

- ◆ 16-county area in southeastern New York
- ◆ New Jersey

A  
CMS  
Contracted  
Agent

# 2000 Electronic Attachment Proof of Concept Project

- ◆ Evaluate the draft ASC X12N 275 Additional Information to support a health care claim or encounter
- 
- ◆ Evaluate the 277 Health Care Claim Request for Additional Information

# 2000 Electronic Attachment Proof of Concept Project

- ◆ Notice of Proposed Rule Making not issued
  - ◆ Draft Electronic Attachment Guides – Version 4020

# 2000 Electronic Attachment Proof of Concept Project

## ***Evaluate Implementation Guides***

- ◆ Completeness
- ◆ Clarity
- ◆ Accuracy
- ◆ Ability to meet EMS business requirements

# 2000 Electronic Attachment Proof of Concept Project

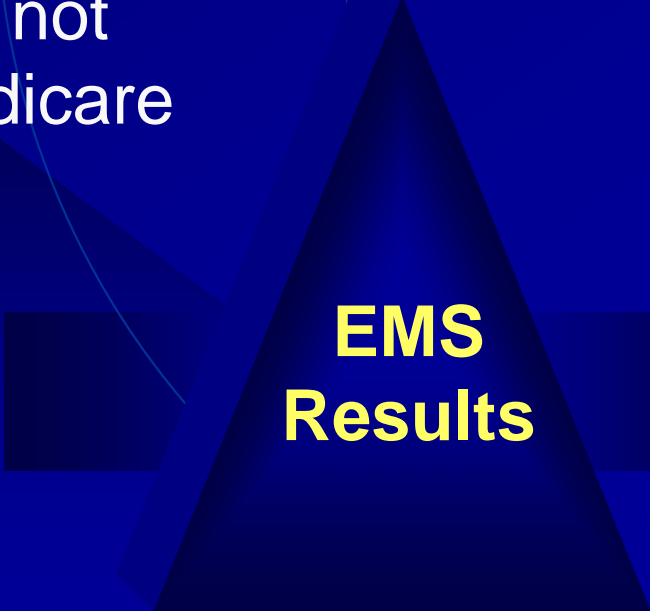
## **Constraints**

Time  
Money  
Resources

- ◆ Focus on producing the 277
- ◆ Utilized rehabilitative services, ambulance
- ◆ 277 exchanged with one provider
- ◆ 275 was not exchanged

# 2000 Electronic Attachment Proof of Concept Project

- ♦ Successfully created 277 from existing paper request process
- ♦ Interface file included **ALL** elements – not specific to a line of business or to Medicare
- ♦ All medical policies mapped to standard LOINC codes



**EMS  
Results**

# 2000 Electronic Attachment Proof of Concept Project

## ***Provider Results***

Successfully translated 277  
equal to paper request

Could not produce the 275



# 2000 Electronic Attachment Proof of Concept Project

## ***Provider Results***

Could not produce  
the 275

Medical record information captured through  
imaging – except for doctor's transcriptions

# 2000 Electronic Attachment Proof of Concept Project

- ◆ Additional LOINC codes for therapies
- ◆ Review of Medical Policy to prevent one to many LOINC codes
- ◆ Review of Medicare processing systems to prevent multiple requests for one claim

***Recommendations***

# 2000 Electronic Attachment Proof of Concept Project

- ♦ Review of Medicare processing systems to prevent multiple requests for claim level and line level
- ♦ Review of Medicare processing systems to allow production of electronic and paper requests

***Recommendations***

# 2000 Electronic Attachment Proof of Concept Project

- ♦ HL7 investigate the ability of accepting text or imaged data

***Recommendations***



# EMS Proposed Electronic Claim Attachment

→ Evaluate the draft ASC X12N 275  
Additional Information to support a  
health care claim or encounter

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→ Evaluate the 277 Health  
Care Claim Request for  
Additional Information



Working  
Model

# EMS Proposed Electronic Claim Attachment



Working  
Model

- Notice of Proposed Rule Making not issued
- Draft Electronic Attachment Guides – Version 4050

# EMS Proposed Electronic Claim Attachment



Working  
Model

## ***What has changed since 2000***

Using XML and CDA clinical text-based or imaged information can be exchanged using a standard structure and semantics

# EMS Proposed Electronic Claim Attachment



Working  
Model

## ***Standard 275 / CDA***

- Exchange between any covered entity
- Clinical documents encoded in XML can be rendered into a human readable document



# EMS Proposed Electronic Claim Attachment



Working  
Model

## ***Experience***

- Use of HIPAA names X12N transactions and Implementation Guides
- Use of XML and XML EDI tools

# EMS Proposed Electronic Claim Attachment



Working  
Model

## ***Prove exchange of 275 / CDA***

- 277 matched to medical record information
- 275 would be created from application data
- CDA created from medical record information – such as imaged data

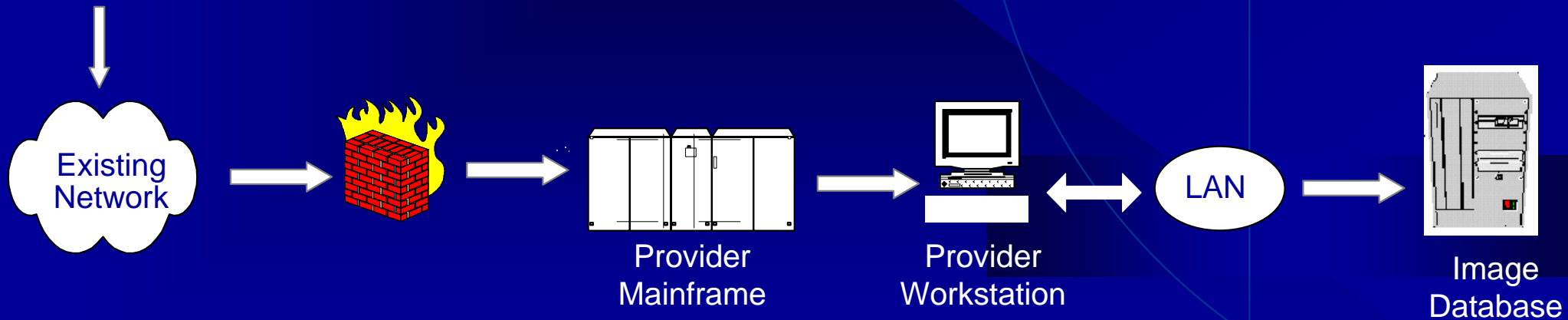
# EMS Proposed Electronic Claim Attachment

Working  
Model



Provider

## Provider's Sample 277 Workflow



# EMS Proposed Electronic Claim Attachment

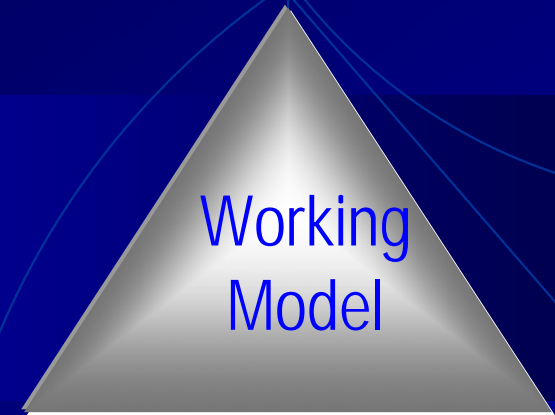


Working  
Model

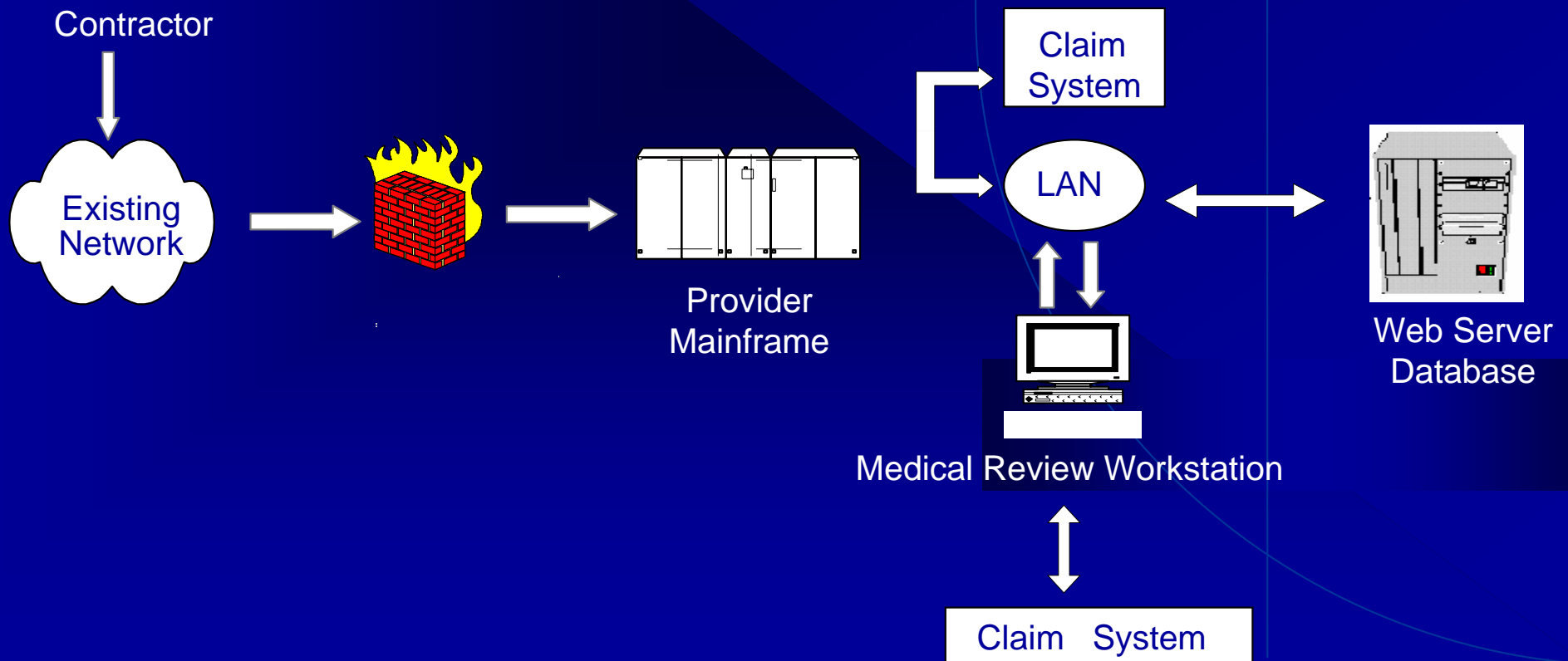
## ***Prove exchange of 275 / CDA***

- 275 / CDA received mainframe to mainframe
- 275 would be validated by the mainframe application data
- CDA, Imaged data would be transferred to a server application
- Imaged data would be displayed by the server application

# EMS Proposed Electronic Claim Attachment



## Contractor's Sample 275 Workflow



# EMS Proposed Electronic Claim Attachment



Working  
Model

***Evaluate reductions in  
payer operational costs***

Handling paper attachment information

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# EMS Proposed Electronic Claim Attachment

Working  
Model

***Evaluate reductions in  
payer operational costs***

***→ Evaluate reductions in payer claim denials***

Processing of reconsideration or appeal

Resulting in  
full or partial reversal

# EMS Proposed Electronic Claim Attachment



Working  
Model

***Evaluate reductions in  
payer operational costs***

***→ Evaluate reductions in payer claim denials***

FY 2003 received over 17,000 requests  
Over 50% resulted in a reversal



# EMS Proposed Electronic Claim Attachment



Working  
Model

## ***Evaluate reductions in provider operational costs***

- Handling additional information request – paper or online
- Handling paper attachments
- Delay in payment awaiting reconsideration or appeal

# EMS Proposed Electronic Claim Attachment



Working  
Model

***Evaluate reductions in  
provider operational costs***

→ Delay in payment awaiting  
reconsideration or appeal

May – September 2003

Institutional Providers

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Provider	Requests	Denials
A	62	31
B	727	161
C	114	36
D	215	20

# EMS Proposed Electronic Claim Attachment



Working  
Model

***Evaluate reductions in  
provider operational costs***

→ Delay in payment awaiting  
reconsideration or appeal

May – September 2003

Institutional Providers

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Provider	Requests	Denials
E	614	0
F	1571	1550

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# EMS Proposed Electronic Claim Attachment



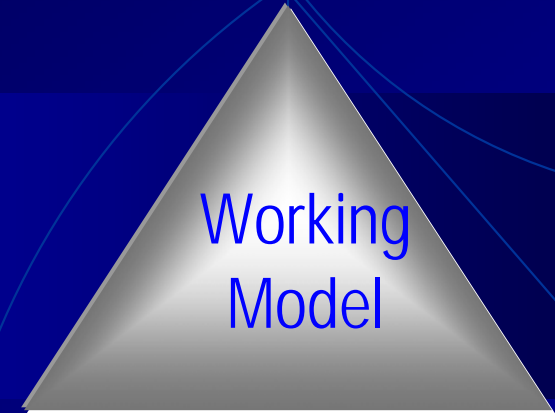
Working  
Model

## ***Evaluate impact of HIPAA Privacy issues***

Minimum  
Necessary

- Requested – LOINC
- Returned – Image of full medical record

# EMS Proposed Electronic Claim Attachment



→ Prove exchange of 275/CDA

→ Recommend

- ▣ Standard Interface Files

- ▣ Standard Medicare Presentation of CDA

→ Evaluate impact of HIPAA Privacy Issues

→ Evaluate reductions in:

- ▣ Payer operational costs

- ▣ Provider operational costs

- ▣ Payer operational costs

- ▣ Payer claim denials

# EMS Proposed Electronic Claim Attachment



Working  
Model

## **Constraints**

Time  
Money  
Resources

- Focus on producing the 275
- Build upon the proof of concept processes
- Utilize all Attachment (6) types
- 277 and 275 exchanged with multiple providers

# EMS Proposed Electronic Claim Attachment



Working  
Model

***Provide comments to the NPRM/Final Rule  
based upon a working model***

- Statistical evaluation of proposed attachment types
- Evaluation of version 4050
- Evaluation of LOINC to Business Request Codes

# EMS Proposed Electronic Claim Attachment



Working  
Model

## ***Pilot participants***

- 7 providers (Institutional and Professional)
- Clearinghouse
- 2 Vendors



# EMS Proposed Electronic Claim Attachment



Working  
Model

## ***Pilot participants***

- Third Party Certification Vendors
- Translator Vendors
- Consultants

# EMS Proposed Electronic Claim Attachment



Working  
Model

## *Pilot advisors*

- HL7
- HL7 ASIG
- X12N 275 Workgroup
- X12N 277 Workgroup

EMS Proposed  
Electronic Claim Attachment

Questions?

EMS Proposed  
Electronic Claim Attachment

*Thank you*