

Avoid 2016 MU Rejection: Documents for Upload

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Illinois EHR Incentive Help Desk

Agenda



Sam Ross, Help Desk Lead

- Why is this required?
- Documents to collect
- Document samples
- Access eMIPP attestation through IMPACT
- Upload documents into attestation

Why is this required?



- Parts of your attestation require pre-payment validation
- IL Medicaid is collecting evidence of validation process
- Federal CMS can audit states for compliance
- You **will get rejected** without the following:
 - Evidence of adopt, implement, upgrade (AIU only)
 - Medicaid patient encounter volume (AIU, MU)
 - Public health reporting to IDPH or other registries (MU only)
- eMIPP application is designed to require public health documents
 - **Demonstrate “active engagement” with non-state registry**
 - Cannot finish attestation without upload (eMIPP error message)

Documents to collect



- Documents supporting eligibility
 - Medicaid patient encounter volume (AIU/MU)
 - UDS report table 4 (FQHC only, AIU/MU)
 - Proof of acquisition of EHR (AIU only)
- **Documents supporting “active engagement” with public health registries (MU only)**
 - Immunization registry (ICARE)
 - Syndromic surveillance (ISSS)
 - Specialized registries (ISCR, ILPMP, non-state sponsored)
- Additional evidence of compliance for future audit protection is **strongly recommended** (covered in detail in future webinar)
 - MU and CQM reports for numeric measures
 - Screenshots from EHR for yes/no measures
 - HIPAA risk analysis

Documents to collect



- Patient volume
 - Detailed claims report
 - Billing summary report
 - Hand count methodology (last resort)

- Proof of acquisition of EHR
 - Invoice, contract, license agreement, receipt
 - Other evidence you adopted, implemented or upgraded CEHRT

- Engagement with public health
 - Email the sponsoring entity with request for confirmation
 - Example: ICARE
 - Send email to DPH.HL7ICARE@Illinois.gov
 - Subject line: Passing MU
 - Body of Message: MU reporting period, clinic name, HL7 ID(s) (usually formatted as 777xxxx)
 - One email applies **to all EPs using "777 number"**

Sample: Patient Volume



- Detailed claims report with individual encounters
- De-identified (patient ID or claim number instead of name)

	A	B	C	D
1	CLAIM NO	DOS	BILLING PROVIDER	INSURANCE
2	9999999	5/3/2016	JONES, JOHN	BCBS-IL
3	9999999	5/24/2016	JONES, JOHN	ILLINICARE HEALTH PLAN
4	9999999	6/6/2016	JONES, JOHN	FAMILY HEALTH NETWORK
5	9999999	6/30/2016	JONES, JOHN	BCBS-IL
6	9999999	7/19/2016	JONES, JOHN	BCBS-IL
7	9999999	7/18/2016	JONES, JOHN	HUMANA INC
8	9999999	7/28/2016	JONES, JOHN	BCBS-IL
9	9999999	5/9/2016	JONES, JOHN	MEDICAID-IL
10	9999999	5/9/2016	JONES, JOHN	BCBS-IL
11	9999999	5/10/2016	JONES, JOHN	MEDICARE-IL

Sample: Patient Volume



- Billing summary report for group volume (upload same file with every group member attestation)

	A	B	C	D	E	F
1	JANE JONES CLINIC					
2	BILLING SUMMARY					
3	MAY 03, 2016 - JULY 31, 2016					
4						
6	BILLING PROVIDER	INSURANCE	MAY	JUN	JUL	TOTAL
7	☐ JANE JONES	BCBS-IL	30	29	35	94
8		MEDICARE-IL	9	8	7	24
9		AETNA US HEALTHCARE	6	9	7	22
10		UNITED HEALTH CARE	4	6	7	17
11		CIGNA	5	3	1	9
12		LAND OF LINCOLN HEALTH		3	2	5
13		HUMANA INC	2	3		5
14		ALLSAVERS UHC		1		1
15	JANE JONES Total		56	62	59	177
16	☐ BOB SMITH	BCBS-IL	27	38	20	85
17		AETNA US HEALTHCARE	11	14	4	29
18		MEDICARE-IL	10	8	7	25
19		UNITED HEALTH CARE	7	3	5	15
20		CIGNA	2	3	4	9
21		HUMANA INC	1	1	1	3
22		BENEFIT ADMINISTRATIVE SYSTEMS	1		2	3
23		HARKEN HEALTH		1		1
24	BOB SMITH Total		59	68	43	170
25	☐ MARIA LOPEZ	BCBS-IL	27	15	29	71
26		MEDICARE-IL	14	9	7	30
27		UMR	2	1	3	6
28		CIGNA	3	1	2	6
29		UNITED HEALTH CARE	3	1	1	5
30		HUMANA INC	2	2	1	5
31		AETNA US HEALTHCARE	1	2	1	4
32		COMBINED LIFE			1	1
33	MARIA LOPEZ Total		52	31	45	128

Sample: Patient Volume



- Explanation of hand count methodology

Medicaid Encounter Volume Calculation Methodology

Our practice does not have a billing system capable of producing accurate reports for this purpose. As a result, we take the following steps to identify patient encounter details:

- 1) Print a report from EHR showing all encounters from the 90-day period
- 2) Manually reference patient insurance for each patient encounter
- 3) Calculate encounter totals for each payer

Totals for the period 5/1/16 – 7/31/16 resulted as follows:

Medicaid: 213

Total: 245

The Medicaid category (222 encounters) was broken down as follows:

Traditional Medicaid: 17

Medicaid All Kids: 9

Medicaid managed care (Harmony, Molina, BCBS, FHN): 187

Sample: Patient Volume



- UDS report for FQHC
- Table 4 – Patient characteristics

Principal Third Party Medical Insurance Source		0-17 Years Old (a)	18 and Older (b)
7.	None/Uninsured	5,799	16,460
8a.	Regular Medicaid (Title XIX)	20,084	13,970
8b.	CHIP Medicaid	0	0
8.	Total Medicaid (Sum lines 8a+8b)	20,084	13,970
9.	Medicare (Title XVIII)	1	1,560
10a.	Other Public Insurance non-CHIP (Specify: -)	0	0
10b.	Other Public Insurance CHIP	0	0
10.	Total Public Insurance (Sum lines 10a+10b)	0	0
11.	Private Insurance	1,133	2,853

Sample: EHR Acquisition



- Receipt for payments to EHR vendor (AIU)

CHICAGO, IL [REDACTED]

MediSoft

Customer ID		Customer PO		Payment Terms	
STAN003ED		ASSURANCE		Net Due	
Quantity	Item	Description	Unit Price	Extension	
1.00	CLINICAL 1	01/01/2016 thru 12/31/2016 Annual MediSoft Clinical Assurance - 1 year option up to 115 users Physician Center - 25 concurrent users (65 Providers & 30 Staff) [REDACTED] - 1 unit up to 5 users [REDACTED] - 3 units up to 15 users [REDACTED] - 1 unit up to 5 users [REDACTED] - 2 unit up to 10 users [REDACTED] - 1 unit up to 5 users [REDACTED] - 2 units up to 10 users - Temp Closed [REDACTED] - 1 unit up to 5 users - Temp Closed [REDACTED] - 1 unit up to 5 users - Closed [REDACTED] - 3 units up to 15 users - Closed [REDACTED] - 2 units up to 10 uses - Closed Future Use - 1 unit up to 5 users	139,610.00	139,610.00	

PAID
1-26-16
CK

Phone Support, Videos, Codes on Disk, Trainings,
and Custom Formats are non returnable or

Check No: _____


Sales Tax
Amount Received 0.00

*Amount Due upon receipt. Delinquent accounts will be charged
a finance charge of 2% per month. Thank you for keeping your
account current.*

TOTAL 139,610.00

Sample: EHR Acquisition

- User agreement (AIU)



Adoption of Practice Fusion's Web-Based Electronic Health Records System

To Whom It May Concern:

This letter is to confirm the following Eligible Professional's ("EP") adoption of Practice Fusion's web-based electronic health record (EHR):

Name: Maria Lopez, MD
Address: 123 Fake Street
Chicago, IL 60621

Practice Fusion's EHR has been certified by an Office of the National Coordinator for Health IT- Authorized Testing and Certification Body (ONC-ATCB) as a 2011/2012 Complete EHR.

Practice Fusion's ONC CHPL product number: 02082013-9529-6
Practice Fusion's CMS EHR certification number: A000001FT0BPEAD
Product Classification: Complete EHR
Product Version: 2.0

Practice Fusion provides users with a free EHR. As a result, there is no purchase order or receipt generated when the technology is adopted. However, each registered user signs the Practice Fusion User Agreement prior to using the system, which is attached to this letter.

Sample: Public Health



- Confirmation letter from ICARE

DPH.HL7ICARE
to me, I

2:53 PM (18 hours ago) ☆

10/01/16 - 12/31/16

Meaningful Use Stage 2

Measure: Sending LIVE data continuously with certified EHR to immunization registry - ICARE

Status of LIVE data sent to I-CARE (Illinois Comprehensive Automated Immunization Registry Exchange):

Passed

Demonstrating Meaningful Use with I-CARE is declared at the organization/practice level which includes the following provider. It is the responsibility of the practice to verify individual providers contribute to the data reported.

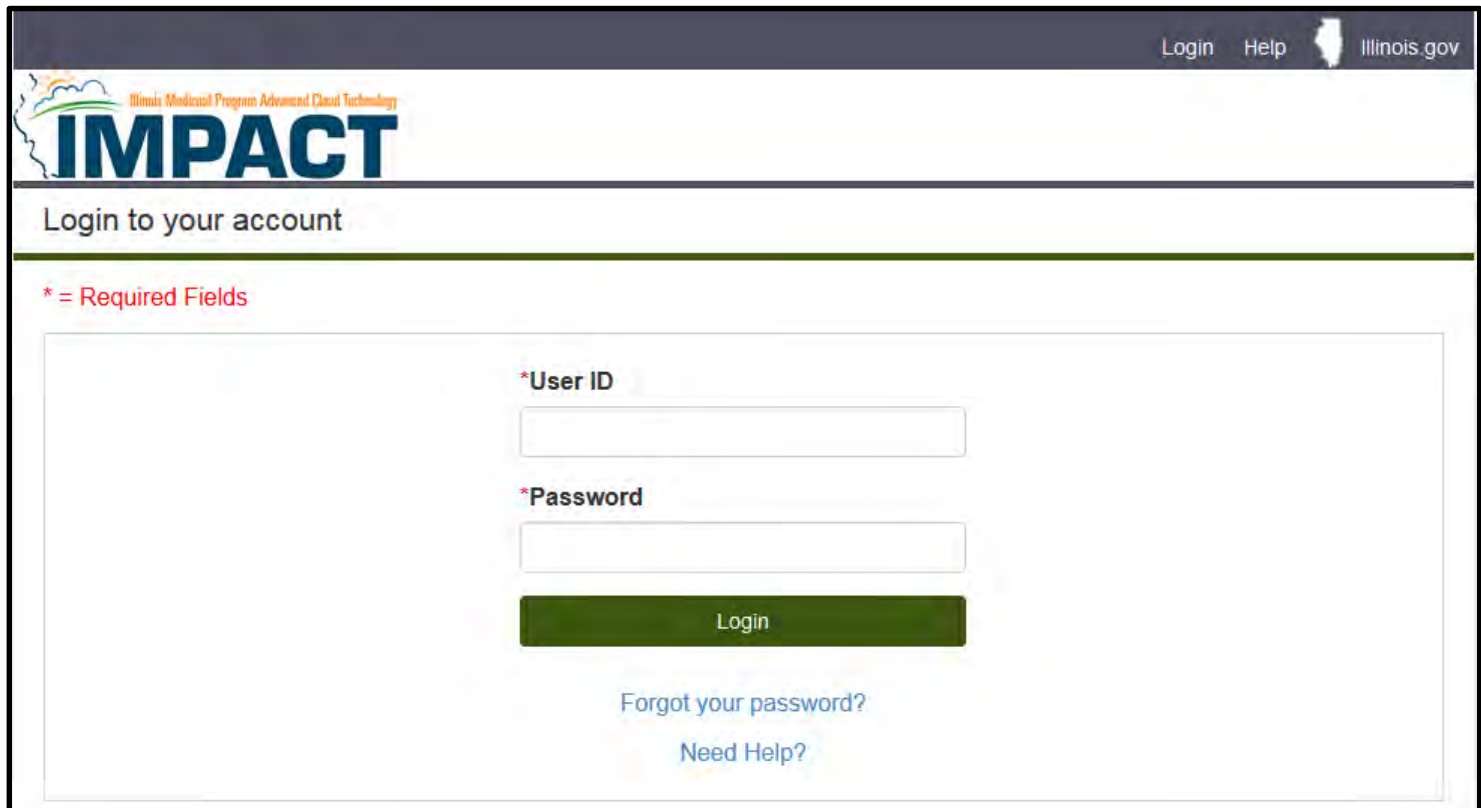
It is the responsibility of the providers participating in the program to attest to meaningfully using their EHR system

Clinic Name: Dr. Jones, MD
Clinic Group: 123 Main St
Address: Chicago, IL 60699
County: 312-555-5555
Phone Number: 312-555-5556
Fax Number: John Jones
Contact Name: dr.jones@fakeemail.net
Contact E-mail: dr.jones@fakeemail.net
HL7 MSH-4: 7779999

State of Illinois - CONFIDENTIALITY NOTICE: The information contained in this communication is confidential, may be attorney-client privileged or attorney work product, may constitute inside information or internal deliberative staff communication, and is intended only for the use of the addressee. Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately by return e-mail and destroy this communication and all copies thereof, including all attachments. Receipt by an unintended recipient does not waive attorney-client privilege, attorney work product privilege, or any other exemption from disclosure.

IMPACT Login

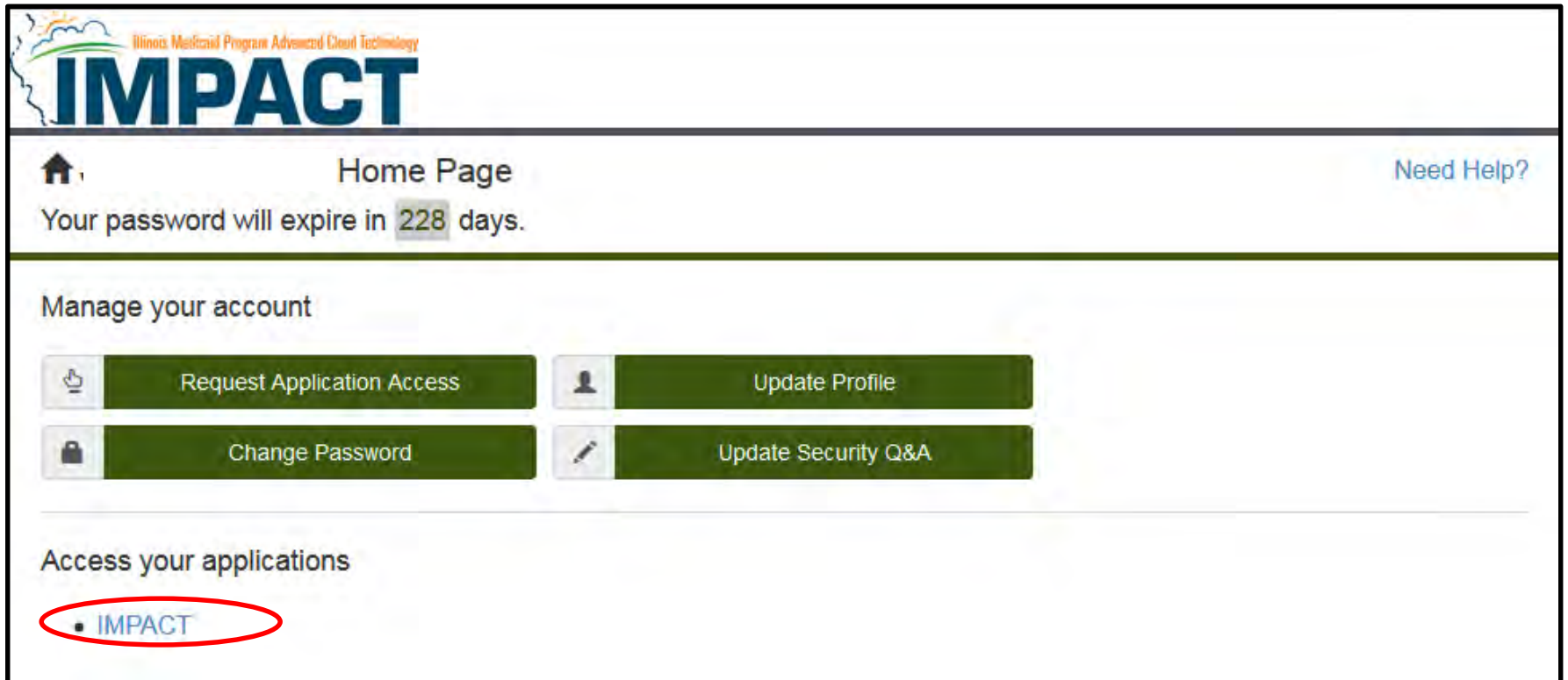
- Log in at <https://impact.illinois.gov>
- Enter user ID and password, click Login



The screenshot shows the IMPACT login interface. At the top right, there are links for "Login", "Help", and "Illinois.gov" next to a small Illinois state icon. The main header features the IMPACT logo with the tagline "Illinois Medical Program Advancement Cloud Technology". Below the header, the text "Login to your account" is displayed. A red asterisk note indicates "* = Required Fields". The login form contains two input fields: "*User ID" and "*Password". Below these fields is a green "Login" button. At the bottom of the form, there are two links: "Forgot your password?" and "Need Help?".

IMPACT Login

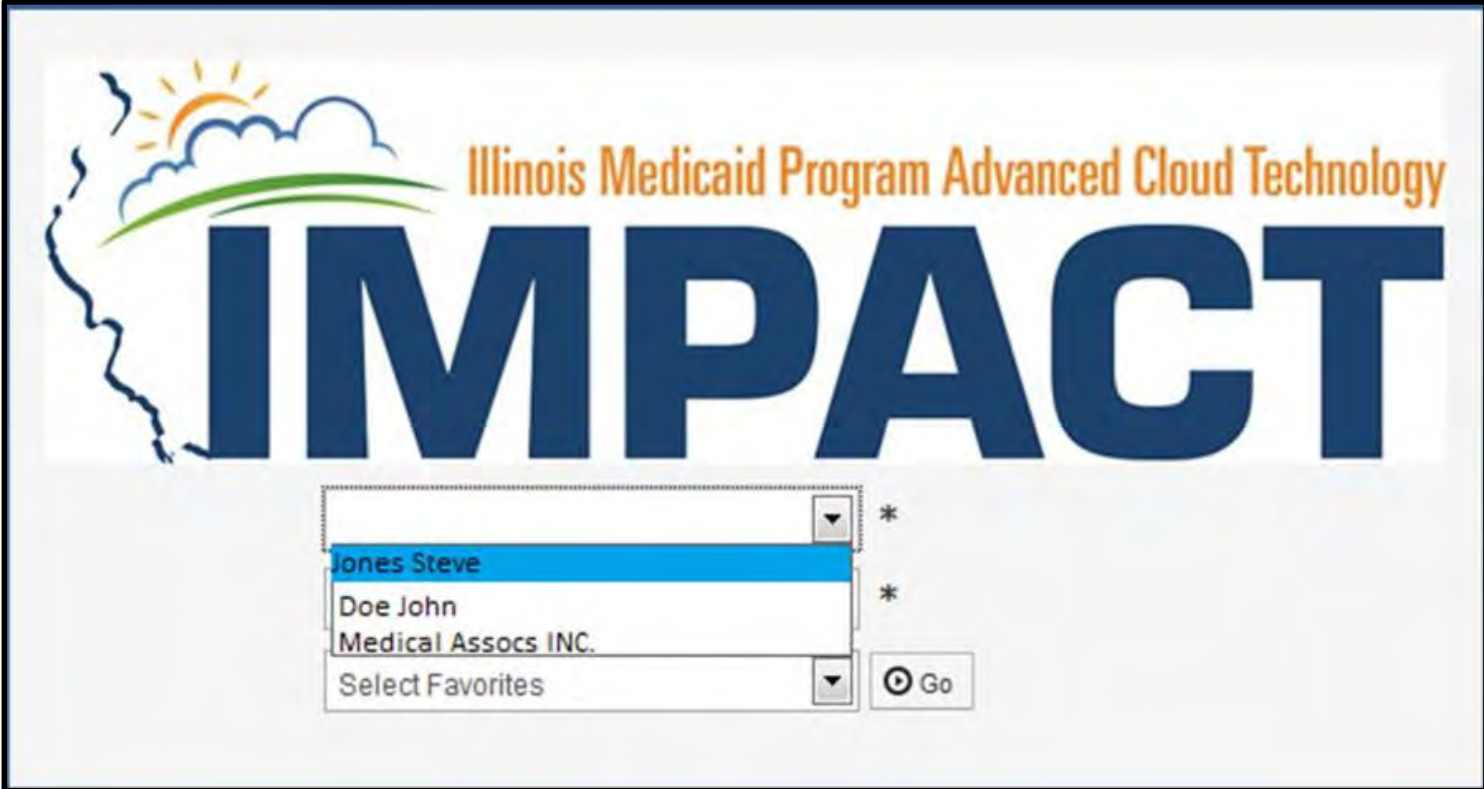
- Click "IMPACT"



The screenshot shows the IMPACT login interface. At the top left is the logo for IMPACT, which includes the text "Illinois Medical Program Advanced Cloud Technology" and "IMPACT" in large blue letters. Below the logo is a navigation bar with a home icon and the text "Home Page". On the right side of the navigation bar is a link that says "Need Help?". Below the navigation bar, there is a message: "Your password will expire in 228 days." Below this message is a section titled "Manage your account" which contains four buttons: "Request Application Access" (with a hand icon), "Update Profile" (with a person icon), "Change Password" (with a lock icon), and "Update Security Q&A" (with a pencil icon). Below the "Manage your account" section is another section titled "Access your applications" which contains a single link labeled "IMPACT" that is circled in red.

IMPACT Login

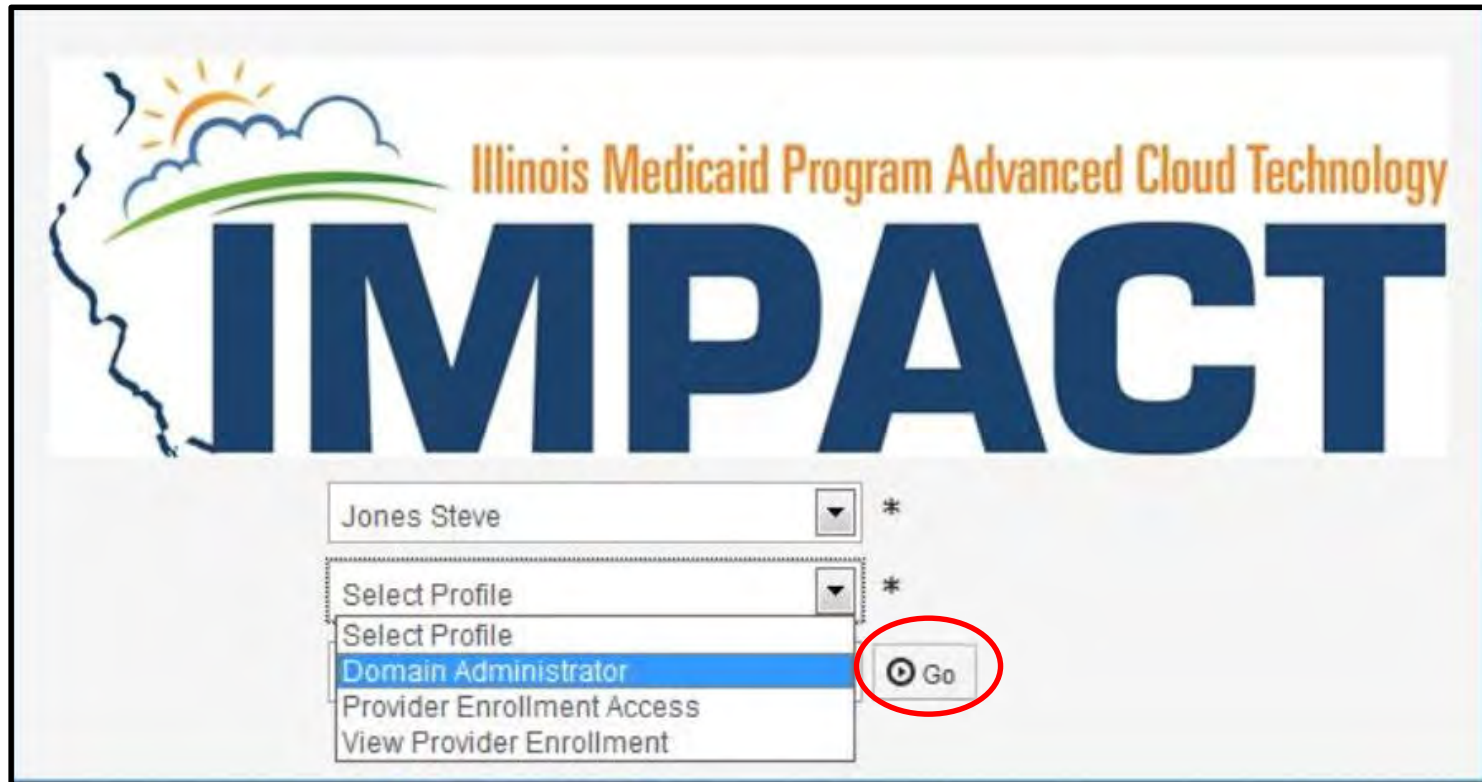
- Select the individual provider whose attestation you are accessing from the first drop-down list



The image shows a screenshot of the IMPACT login interface. At the top, there is a logo featuring a sun, clouds, and a green swoosh, with the text "Illinois Medicaid Program Advanced Cloud Technology" in orange and "IMPACT" in large blue letters. Below the logo is a login form with a dropdown menu. The dropdown menu is open, showing a list of providers: "Jones Steve" (highlighted in blue), "Doe John", and "Medical Assocs INC.". Below the list is a "Select Favorites" option. To the right of the dropdown menu is a "Go" button with a magnifying glass icon.

IMPACT Login

- Select Domain Administrator (or EHR Domain Administrator) profile from the second drop-down list and click "Go"



The image shows the IMPACT login interface. At the top, there is a logo featuring a sun, clouds, and a green swoosh, with the text "Illinois Medicaid Program Advanced Cloud Technology" and "IMPACT" in large blue letters. Below the logo, there are two dropdown menus. The first dropdown menu is set to "Jones Steve". The second dropdown menu is open, showing a list of profiles: "Select Profile", "Select Profile", "Domain Administrator" (highlighted in blue), "Provider Enrollment Access", and "View Provider Enrollment". To the right of the second dropdown menu, there is a "Go" button with a circular arrow icon, which is circled in red.

IMPACT Home



- Click "External Links" from the main IMPACT screen

IMPACT My Inbox Admin

Quick Find Note Pad **External Links** My Favorites Print Help

Provider Portal

Latest updates

System Notification

Due to system maintenance, the system will be down between 6:00 PM (5:00 PM CST) Saturday, December 10th through 9:00 AM (8:00 AM CST) Sunday, December 11th, 2016. This outage will affect the system access for all functionality.

My Reminders

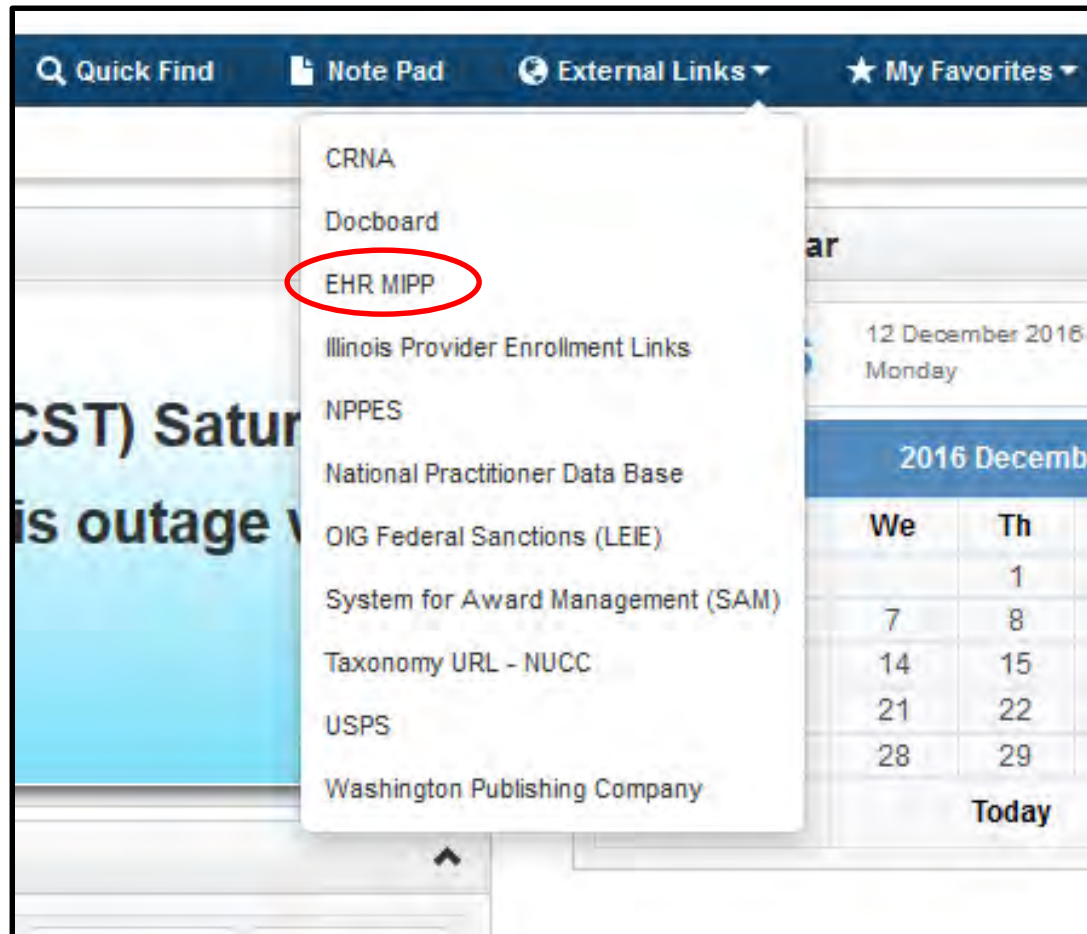
Filter BY [] Read [] Go [] Save Filters My Filters

Alert Type	Alert Message	Alert Date	Due Date	Read
BROADCAST_MESSAGE	Attention All Providers: Due to R9-6.5 Release, the system will be down between 7:00 PM (6:00 PM CST) Friday, December 16th through 6:00 AM (5:00 AM CST) on Saturday, December 17th, 2016. This outage will affect the system access for all fu...	12/05/2016	12/18/2016	

View Page: 1 Go Page Count: 1 SaveToXLS Viewing Page: 1 First Prev Next Last

IMPACT Home

- Click "EHR MIPP"



The screenshot shows the IMPACT Home dashboard interface. At the top, there is a navigation bar with the following items: "Quick Find" (with a magnifying glass icon), "Note Pad" (with a document icon), "External Links" (with a globe icon and a dropdown arrow), and "My Favorites" (with a star icon and a dropdown arrow). Below the navigation bar, a dropdown menu is open under "External Links". The menu items are: "CRNA", "Docboard", "EHR MIPP" (circled in red), "Illinois Provider Enrollment Links", "NPPES", "National Practitioner Data Base", "OIG Federal Sanctions (LEIE)", "System for Award Management (SAM)", "Taxonomy URL - NUCC", "USPS", and "Washington Publishing Company". To the right of the dropdown menu, there is a calendar for December 2016. The calendar shows the date "12 December 2016 Monday" and a table for the month of December 2016. The table has columns for "We" and "Th". The dates shown are 1, 7, 8, 14, 15, 21, 22, 28, and 29. The word "Today" is written below the calendar.

We	Th
	1
7	8
14	15
21	22
28	29

Today

eMIPP Home



- You are now at the usual eMIPP home page
- Click "Start" for new attestation
- Click "Track" to upload to a submitted attestation



eMIPP Search

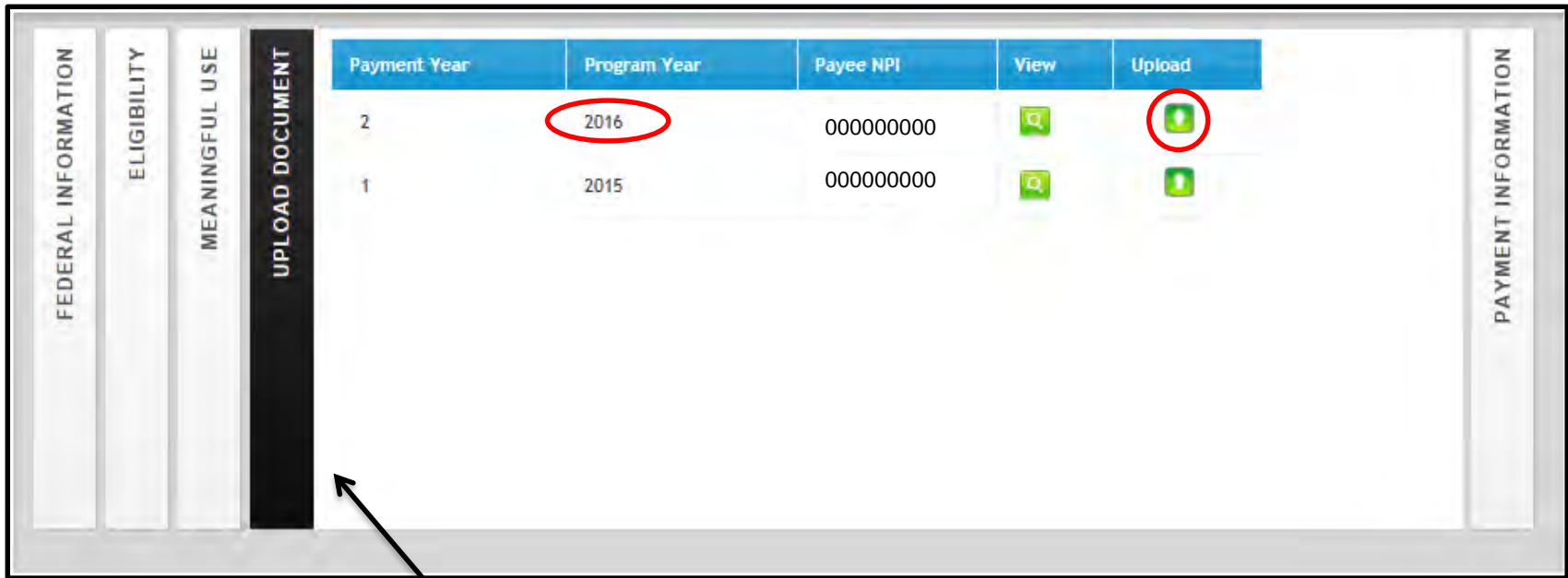






- Enter provider's CMS ID and click "Search"

The screenshot displays the eMIPP Search interface. At the top, there is an orange navigation bar with five tabs: Home, Register, Track, Requests & Appeals, and Logout. Below the navigation bar, on the left, is a 'Find Registration' section. It features a magnifying glass icon, the title 'Find Registration', and a description: 'Enter your CMS Registration ID to begin your EHR Medicaid Incentive Payment Program (EHR MIPP) registration process.' To the right of this section is a search form with the label 'Enter CMS Registration ID:' followed by a text input field and an asterisk. Below the input field is an orange 'Search' button.

Upload Document

- Click the "Upload Document" tab
- Click the green arrow in the upload column for 2016



Payment Year	Program Year	Payee NPI	View	Upload
2	2016	000000000		
1	2015	000000000		

Active tab

Upload Document

- The "Upload Document" window appears within eMIPP
- Click "Browse" (or "Choose File")

Upload Document

Click Browse to Upload File

File Name: * **Browse...**

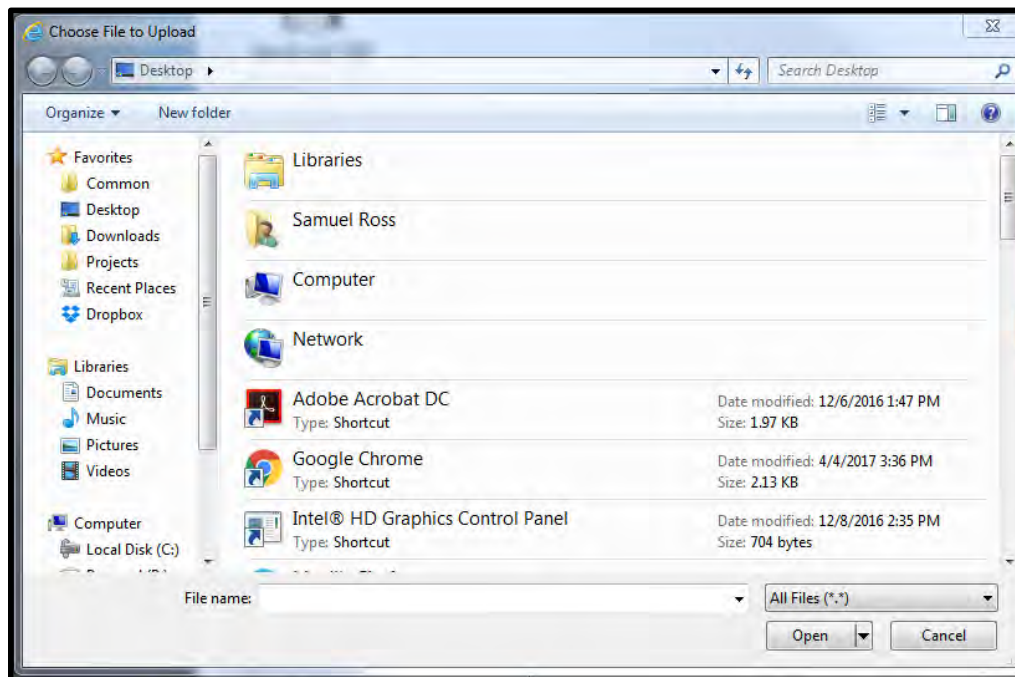
File Type: * ---SELECT---

File Description: *

Upload Cancel

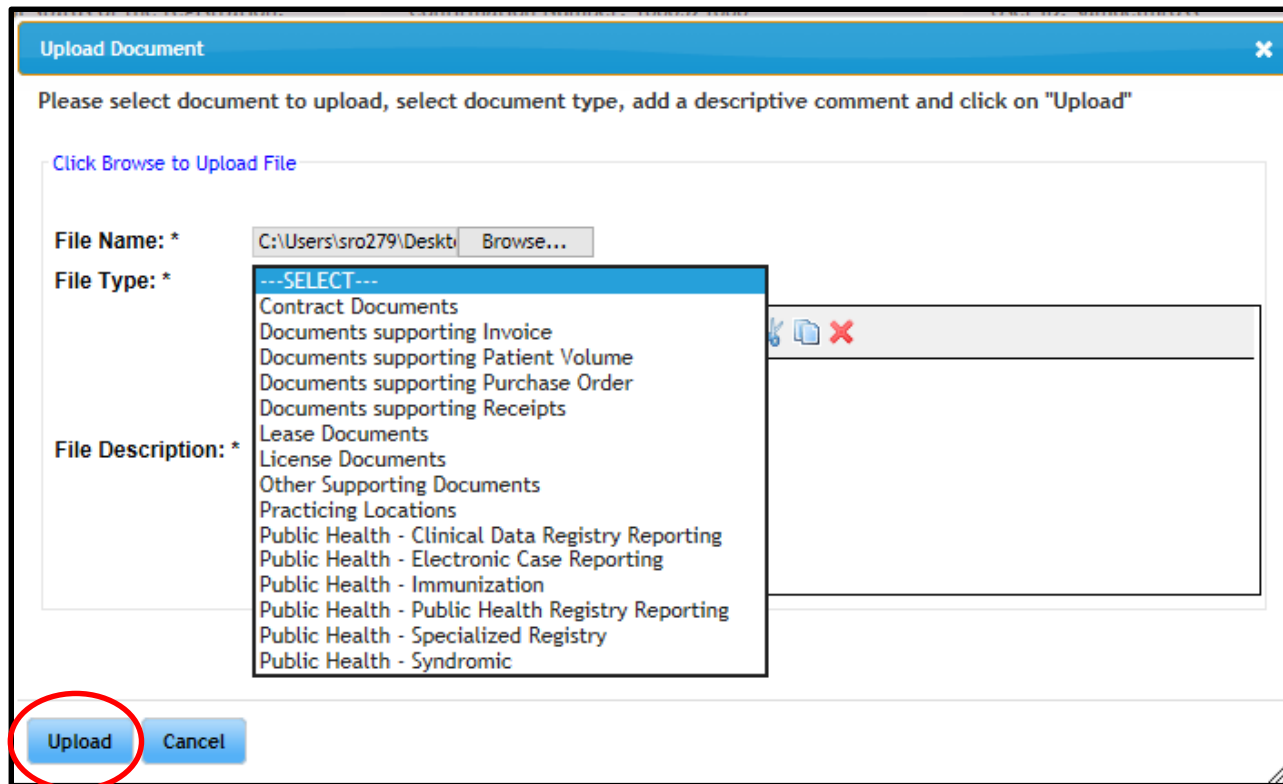
Upload Document

- “Choose File to Upload” window appears on your computer
- Navigate to the location of the file (i.e. Desktop, Documents)
- Double click or click “Open” (Word, Excel or PDF only)



Upload Document

- Click “---SELECT---” to choose File Type
- Select option that best corresponds to the file upload



The screenshot shows a web form titled "Upload Document" with a close button (X) in the top right corner. Below the title is a blue header bar. The main content area contains the instruction: "Please select document to upload, select document type, add a descriptive comment and click on 'Upload'".

Below the instruction is a section titled "Click Browse to Upload File" with a light blue background. It contains three input fields:

- File Name: *** with a text box containing "C:\Users\sro279\Deskt" and a "Browse..." button.
- File Type: *** with a dropdown menu open. The menu items are: ---SELECT---, Contract Documents, Documents supporting Invoice, Documents supporting Patient Volume, Documents supporting Purchase Order, Documents supporting Receipts, Lease Documents, License Documents, Other Supporting Documents, Practicing Locations, Public Health - Clinical Data Registry Reporting, Public Health - Electronic Case Reporting, Public Health - Immunization, Public Health - Public Health Registry Reporting, Public Health - Specialized Registry, and Public Health - Syndromic.
- File Description: *** with a large empty text area.

At the bottom of the form are two buttons: "Upload" and "Cancel". The "Upload" button is circled in red.

Upload Document

- Enter a brief file description (i.e. EHR receipt)
- Click "Upload"

Upload Document

Please select document to upload, select document type, add a descriptive comment and click on "Upload"

[Click Browse to Upload File](#)

File Name: * C:\Users\sro279\Desktop\ Browse...

File Type: * Documents supporting Patient Volume

File Description: * Billing report of encounters during eligibility period

Upload Cancel

Help Desk Information



- For general EHR Incentive and Meaningful Use inquiries, contact us by phone or email

Contact the Illinois Medicaid EHR Incentive Help Desk
for Attestation, Registration, and Meaningful Use answers

1-855-MU-HELP-1
(855-684-3571)
Monday-Friday, 8:30am – 5:00pm

hfs.ehrincentive@illinois.gov

iHFS ILLINOIS DEPARTMENT OF
Healthcare and
Family Services

- Chicago providers: visit www.chitrec.org for more information on services and support
- Providers outside of Chicago: visit www.ilhitrec.org