

## **EMDI Measures**

EMDI Measures **Purpose:** EMDI Measures are designed to capture the efficiencies of the EMDI Use Cases and report the aggregate metrics to CMS. The measures are structured to gather feedback before the pilot (Pre-Pilot Measures) and after the pilot has ended (Post-Pilot measures). The phased approach of gathering responses will provide a baseline metric as well as an improved metric for each of the EMDI use cases.

### **EMDI Measures Process:**

- EMDI team will determine when your pilot is ready to participate in the EMDI Measures process
- EMDI Measures tool will be sent to your email with details around due date
- Second email will contain password
- An EMDI team member will be assigned to you, to help out with the collection of responses and any questions you may have, to complete the process

### **EMDI Measures Tool Disclaimers:**

- Customized link for each pilot will be sent to your email
- Collection tool will be password protected for additional security
- Questions will be related to all 3 Use Cases and general process efficiencies
- For Use Cases that you are NOT piloting, please select N/A
- Responses are secured, confidential and will be considered as a collective response from all the participants in your pilot
- Responses will be used for reporting purposes only
- Findings of the aggregated report may be published after CMS's approval but will not be tied to individual responses

### **EMDI Measures Questions:**

#### *Use Case 1 Measures*

- Average orders or referrals received/submitted via fax/phone per day
- Length of time to submit an order/referral to a service provider
- Length of time to receive an order/referral from a service provider
- Provider satisfaction on the quality of medical documentation related to orders/referrals
- Provider satisfaction on the processing method of order/referrals

#### *Use Case 2 Measures*

- Approx. percentage of orders or referrals that are missing documentation each month
- Approx. percentage of claims that received additional documentation requests (from payers) each month
- Percentage of missing documentation requests that remains unanswered by the provider each month
- Length of time to receive a response for additional documentation from a provider

### *Use Case 3 Measures*

- Approx. percentage of orders/referrals that are missing signatures each month
- Approx. percentage of missing signature requests remaining unanswered by provider each month
- Length of time it takes to submit a signature request to a provider
- Length of time it takes to receive a response for a signature request from a provider

### *General Measures*

- Number of manual steps involved in provider to service provider communication
- Percentage of claims that were denied due to insufficient documentation or missing signature in a claim cycle
- Approximate cost of claims that a service provider could not bill due to insufficient documentation or missing signatures
- Number of additional resources needed to address provider to service provider communication
- Number of follow ups after missing documentation/signature request has been sent to the provider
- Provider satisfaction on the efficiency of document sharing
- Provider satisfaction on provider to service provider workflow
- Provider satisfaction on the communication between provider and service provider

For more information on EMDI Measures, please email us at [EMDI\\_TEAM@Scopeinfotechinc.com](mailto:EMDI_TEAM@Scopeinfotechinc.com).