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 is completed (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:**

- The EMDI team will determine when your pilot is ready to participate in the EMDI Measures process
- The EMDI Measures tool will be sent to your email with a due date for your response
- A second email will contain a password
- An EMDI team member will be assigned to you to help with the collection of responses and any questions you may have in order to complete the process

EMDI Measures Tool **Disclaimers:**

- A customized link for each pilot will be sent to your email
- The 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 are NOT a part of your pilot, 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 with the quality of medical documentation related to orders/referrals
- Provider satisfaction with the processing method of order/referrals

Use Case 2 Measures

- Approximate percentage of orders or referrals that are missing documentation each month
- Approximate percentage of claims that received additional documentation requests (from payers) each month

- Percentage of missing documentation requests that remain unanswered by the provider each month
- Length of time to receive a response for additional documentation from a provider

Use Case 3 Measures

- Approximate percentage of orders/referrals that are missing signatures each month
- Approximate percentage of missing signature requests remaining unanswered by providers 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.