Webinar Logistics

• The webinar will begin momentarily.

• For the duration of this webinar you will be in listen-only mode and your station will be muted.

• We welcome your questions, and you can submit them at any time during the Webinar by typing them in the “Questions” section of the GoToWebinar control panel.

• At the end of the presentation we will address your questions during our Q&A session.
NY Medicaid EHR Incentive Program
A CMS Promoting Interoperability Program

Remediation Letters
Agenda

• Remediation Process
• Remediation Outreach Letter
• Program Resources and Reminders
• Q & A
Poll

How many years have you/your practice completed in the Medicaid EHR Incentive Program (with New York and other states)?

- At least 4 years
- At least 2 years
- At least 1 year
- None
What is Remediation?

Attestation data is received from MEIPASS → The data is compared to information on file with NY Medicaid → If a discrepancy is identified, an outreach letter will be emailed.
Common Remediation Scenarios

EP13
Individual Medicaid Patient Volume (MPV) Under 30%

EP18
Individual MPV much greater than 30% (over 100%)

EP24
Organization MPV Under 30%
EP13 Individual’s MPV Under 30%

The data on file with NY Medicaid is much less than what the provider attested to.

EP13-L Remediation Tutorial

**Example**

**Individual Encounter Data**
- 400 Medicaid Encounters
- 1200 Total Encounters

**NY Medicaid Data**
- 50 Medicaid Encounters
- 1200 Total Encounters
EP18 Individual’s MPV Over 100%

The data on file with NY Medicaid is far greater than what the provider attested to

**Example**

<table>
<thead>
<tr>
<th>Individual Encounter Data</th>
<th>NY Medicaid Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>120 Medicaid Encounters</td>
<td>350 Medicaid Encounters</td>
</tr>
<tr>
<td>300 Total Encounters</td>
<td>300 Total Encounters</td>
</tr>
</tbody>
</table>
EP24 Organization’s MPV Under 30%

The data on file with NY Medicaid is much less than what the group attested to.

EP24-L Remediation Tutorial

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**Example**

**Individual Encounter Data**
- 300 Medicaid Encounters
- 1000 Total Encounters

**NY Medicaid Data**
- 100 Medicaid Encounters
- 1000 Total Encounters
### Provider Response Needed (Individual)

<table>
<thead>
<tr>
<th>EP7</th>
<th>Scenario</th>
<th>Why might this happen?</th>
<th>How can we remediate this?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No Affiliation with Payee NPI</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The NPI that the incentive would be paid to is not affiliated with the Payee NPI in the eMedNY system. The provider would need to update the NPI affiliation to receive the incentive payment.</td>
<td>The provider or organization input an incorrect Payee NPI in their CMS Registration.</td>
<td>For a facility or hospital, the ESpaces Administrator for the organization must add the provider’s NPI through eMedNY under the feature “Enter Facilities Practitioner’s NPI.” For a group practice, complete the Request for Medicaid Participation as a Group Member. If the payee NPI is incorrect, update the provider’s CMS Registration and re-attest once the information in MEIPASS is updated.</td>
</tr>
<tr>
<td></td>
<td>Individual Replacement % is below 30% and Pediatrician is below 20%</td>
<td>The program noticed the encounter data in Medicaid Data Warehouse (MDW) is far less (&lt; 30% NPI Threshold) than what the provider attested to in MEIPASS.</td>
<td>Complete the EP13 template sent with the outreach letter and send it to <a href="mailto:hit@health.ny.gov">hit@health.ny.gov</a> for analysis. For more information on the template and how the analysis is completed, please see the EP13 Remediation Webinar. If necessary, review the submitted encounter data and update the attestation by re-registering the NPI.</td>
</tr>
</tbody>
</table>

### Remediation Letter Quick Reference Guide

Now available on the program website: [https://www.health.ny.gov/health_care/medicaid/redesign/ehr/review/docs/quick_ref_guide.pdf](https://www.health.ny.gov/health_care/medicaid/redesign/ehr/review/docs/quick_ref_guide.pdf)
Remediation Outreach Letter
No Affiliation with Payee NPI – Email ID: EP7-L

Subject: NY Medicaid EHR Incentive Program – DUE BY XXX/XXX/XXXX

Date: <<MONTH, DAY, YEAR>>

Provider Name: <<NAME>>
NPI: <<NPI>>
Payee NPI: <<NPI>>
Payment Year: <<YEAR>>
Participation Year: <<Year>>
Email ID: EP7-L

Dear Provider:

The NY Medicaid EHR Incentive Program has noticed there is no affiliation on record in the Medicaid eMedNY system between the provider(s) and the entity to which the payment has been assigned. To continue in state review, an affiliation needs to be established.

Action Items:

☐ For a group practice, complete the Request for Medicaid Participation as a Group Member.
☐ For a facility or hospital, the ePaces Administrator for the organization must add the provider’s NPI through eMedNY under the feature “Enter Facilities Practitioner’s NPI.”

Please email hit@health.ny.gov to inform us which action has been taken from your contact email address <<Email Address>> by <<DATE>>.

Thank you for your participation in the NY Medicaid EHR Incentive Program. If you have any questions regarding this email, please contact NY Medicaid EHR Incentive Program Support by phone at 877-646-5410 Option 2, or by email at hit@health.ny.gov.

If you are interested in attending any of our webinars, please visit our website to see the webinar calendar.

Sincerely,

<<Analyst Name>>
NY Medicaid EHR Incentive Program
A CMS Promoting Interoperability Program
Subject: NY Medicaid EHR Incentive Program – Final Notice for 2019 Attestation

Date: <<MONTH, DAY, YEAR>>

Provider Name: <<NAME>>

NPI: <<NPI>>

Payment Year: <<YEAR>>

Participation Year: <<1>>

Dear Provider:

Thank you for your participation in the NY Medicaid EHR Incentive Program. Review of payment year 2019 attestations is closing, and we are still waiting on additional documentation to finalize your attestation.

In order to finalize your 2019 attestation and render payment, all required documentation must be on file no later than <<MONTH, DAY, YEAR>>. Failure to do so will result in a final rejection of your attestation for payment year 2019, and subsequently, you would not be eligible for the incentive payment for 2019.

Additional Documentation Required:

- EPT: There is still no affiliation on record in the NY Medicaid eMedNY system between the provider(s) and the entity to which the payment has been assigned.
  - For a group practice, complete the Request for Medicaid Participation as a Group Member.
  - For a facility or hospital, the ePacs Administrator for the organization must add the provider’s NPI through eMedNY under the feature “Enter Facilities Practitioner’s NPI.”

Please send all responses from your contact email address <<Email Address>> by <<DATE>> to continue in state review. Failure to respond will result in rejection for Payment Year <<YEAR>>.

Thank you for your participation in the NY Medicaid EHR Incentive Program. If you have any questions regarding this email, please contact NY Medicaid EHR Incentive Program Support by phone at 877-646-5410 Option 2, or by email at hit@health.ny.gov.

Sincerely,

<<Analyzer Name>>

NY Medicaid EHR Incentive Program

A CMS Promoting Interoperability Program

Please take a moment and complete our short survey to provide feedback on your experience. All input is greatly appreciated and taken seriously to improve our level of support.
Response Guidelines

- Sent to hit@health.ny.gov
- Follows instructions in “Action Items” section
- Template is correctly filled out and in Excel format
Program Reminders and Resources
Deadlines

- **May 4, 2020**: Attestation Deadline for 2019 Meaningful Use

- **April 20 – May 20, 2020**: Request Period for Attestation Deadline Extensions (ADEs)

- **June 4, 2020**: Attestation Deadline for Approved ADEs
Program Resources

- [www.health.ny.gov/ehr](http://www.health.ny.gov/ehr)
- [Remediation Letter Quick Reference Guide](#) (PDF)
- FAQs
- Video Tutorials
  - EP13-L Remediation
  - EP24-L Remediation
Next Program Discussion:
Preparing for 2020 - 2021
<table>
<thead>
<tr>
<th>Select</th>
<th>Types of Questions/Information</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1</td>
<td>ePaces, ETIN, MEIPASS Technical Issues, Enrollment</td>
<td><a href="mailto:meipasshelp@csra.com">meipasshelp@csra.com</a></td>
</tr>
<tr>
<td>Option 2</td>
<td>Calculations, Eligibility, Attestation Support and Review, Attestation Status Updates, General Program Questions</td>
<td><a href="mailto:hit@health.ny.gov">hit@health.ny.gov</a></td>
</tr>
<tr>
<td>Option 3</td>
<td>Public Health Reporting Objective Guidance, MURPH Registration Support, Registry Reporting Status</td>
<td><a href="mailto:MUPublicHealthHelp@health.ny.gov">MUPublicHealthHelp@health.ny.gov</a></td>
</tr>
</tbody>
</table>
Regional Extension Centers

NYC Regional Electronic Adoption Center for Health (NYC REACH) (inside the 5 boroughs of NYC)

Website: www.nycreach.org
Email: nycreach@health.nyc.gov
Phone: 347-396-4888

New York eHealth Collaborative (NYeC) (outside the 5 boroughs of NYC)

Website: www.nyehealth.org/services/meaningful-use/
Email: ep2info@nyehealth.org
Phone: 646-817-4101
EHR Incentive Program Survey

NY Medicaid EHR Incentive Program, a CMS Promoting Interoperability Program

Program Satisfaction Survey

The NY Medicaid EHR Incentive Program strives to deliver the best program experience. Please take a few minutes to complete this survey to help make program improvements.

1. How would you rate the phone and email support provided by the NY Medicaid EHR Incentive Program?

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Dissatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeliness of response</td>
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<td>Knowledge of staff</td>
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<td>Professionalism/Politeness</td>
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<td>Quality of resolution</td>
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<tr>
<td>Overall experience</td>
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</table>

2. How would you rate the website features provided by the NY Medicaid EHR Incentive Program?

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<th>Neutral</th>
<th>Satisfied</th>
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<th>N/A</th>
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</thead>
<tbody>
<tr>
<td>Ease of navigation</td>
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<td>Trustworthiness of content</td>
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<td>Usefulness of content</td>
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<td>Format of resources</td>
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<td>Timeliness of updates</td>
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3. How would you rate the webinars hosted by the NY Medicaid EHR Incentive Program?

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2020
Q & A