eMDs/FIGmd Partnership
Frequently Asked Questions

Getting Started

Q1: Why should I sign up now?

It is imperative to begin the process of implementation as soon as possible to ensure the best results and the highest possible scores for the CQMs. Here is why:

- The implementation process takes several weeks and should not be delayed. The implementation is a measured process which includes validating your data based upon your workflows. If necessary, modifications are then made to the data extracts, or we'll make recommendations for modifying workflows, or both. This is critical and beneficial to practices for many reasons. But it cannot be done late in the year when demand increases for services.
- You will benefit from the data through the course of the year. The elegant FIGmd dashboards and analytics module with custom reporting and drill downs are very insightful and will help you with your internal quality measurement and programs.
- The sign up window will close earlier in 2017 than it did in 2016 when eMDs and FIGmd were new partners and needed to give customers more time.

Q2: How long will it take for our set up?

The integration of FIGmd quality reporting with an EHR is an iterative process that has several steps. There are checkpoints established throughout the process to review data and make any mapping corrections that are necessary. The technical process for set up is 15-20 minutes. For post technical set up, the FIGmd client account managers will work with your practice to get the maps configured and deployed and share the data with you and take you to a state that you are comfortable reporting for your quality program. It generally takes 4-6 weeks. The typical effort level is a call per week with the practice manager.

Q3. When and how do I sign up for FIGmd?

To sign up for FIGmd please visit - https://emds.elixirmd.com/ and follow the prompts to get started with the service. If you are having difficulty with the sign-up process or have additional questions about registering, you can contact FIGmd via email at support@emds.elixirmd.com.

Q4. Is there a cost for using FIGmd? And, if so, what is included in that cost

Yes, there is a cost for using the service. The cost varies by registry. The average cost for registry reporting will be approximately $395 per provider, per year.

The fee will cover the sign up, implementation, specific interfacing with your installation of eMDs, the customization of the data pull, access to the clinical dashboard, and the reporting requirements you need to fulfil various requirements. The fee will cover all of this.

ELIXIR is a comprehensive end-to-end solution designed to help you measure your clinical quality and also report to CMS for various programs. We believe that you will find the functionality that FIGmd provides is superior to what you have seen in the past. Here is what some other customers have said:

- *"Stellar ability to probe deeply into our eMDs charting database yields better than expected metrics"*

- *"Excited about partnership with FIGmd"*

Q5. How do I get answers to questions about FIGmd and the registries they support?
You can visit http://www.figmd.com for further information. You can also send your questions to FIGmd via email at info@emds.elixirmd.com.

Q6: I am unclear on the fees being charged. Are there three different fees being charged, an eMDs ELIXIR fee, a FIGmd fee and a Registry fee?
No, there are only two fees that are being charged – an eMDs certified ELIXIR Interface Fee (collected on the ELIXIR sign up portal for eMDs) and a Registry Fee (collected during the registration with the individual registries/societies). Both these fees are being collected by FIGmd. There is no setup fee. Note that if you are part of a PTN (Practice Transformation Network), the ABFM Prime Registry Fee is waived for the first 3 years.

Q7: Who would be the contact to look at additional set up for IT?
For providers who need support after you have gone through the registration process, please direct your inquires to support@emds.elixirmd.com.

Q8: How are support related questions handled? eMDs or FIGmd?
If it is related to FIGmd, you can contact your FIGmd client account manager directly or the FIGmd support team directly at support@emds.elixirmd.com.

Q9: If I have already signed up in 2017 with the Registry being recommended, do I have sign up through eMDs ELIXIR again?
No, you should not sign up again.

For example, let's say you are a solo practitioner and already a member of the ABFM PRIME registry. You are now going through the eMDs ELIXIR sign up process and during the registry qualification step, the registry being recommended for you is the PRIME registry, please do not continue with the registration.

Similarly, if you are part of a group, and are already a member of the ABFM PRIME registry and during the eMDs ELIXIR sign up process, the registry being recommended for you is the PRIME registry, please do not select the ABFM PRIME registry.

If there are no registries to select in the sign up process, it's ok to exit the registration process.

Reporting Details

Q10: Is signing up for FIGmd required to be able to attest for the quality component of MIPS in 2017?

Yes. eMDs will not be updating eCQMs or the QRDA creator required for quality programs. However, we will be maintaining the Advancing Care Information reports within your eMDs EHR application, whether that be Solution Series or Practice Partner.

Q11: Can FIGmd help my practice in meeting the CQM requirements for CPC+?

Yes. eMDs will not be updating eCQMs or the QRDA functionality required for quality programs.

Q12: I signed up for my 2016 filing? Do I have to sign up again?

Yes.

Q13: Does the dashboard auto update? How often?

Once the FIGmd application is installed, data pull occurs automatically, in the background. The data pull is scheduled at your convenience – e.g. daily, weekly, every other week. The dashboard itself will refresh on a monthly basis as well as a quarterly basis.

Q14: Are all 64 CQMs that can be certified currently implemented?

Yes, through FIGmd.

Q15: Can you pull reports per provider on each measure?

Yes.

Q16: Can patient level data from eCQMs be exported to excel?

Yes.

Q17: Can you report on custom date ranges for the eCQMs?

Currently, the date ranges that are in specific measures are what are reported. You can select different time periods. For example, eCQMs or registry measure has a 12 month reporting period, but you can look at your specific performance for a certain quarter.

Q18. What registries are covered by FIGmd/ELIXIR?

- Submission to Qualified Registries & QCDR
- Specialty Society Registry List:

Specialty	Society	Registry
Ophthalmology	AAO	IRIS
Urology	AUA	AQUA
Plastic Surgery	ASPS	NBIR
Plastic Surgery	ASPS	GRAFT

o Plastic Surgery   ASPS   TOPS
o Nuclear Cardiology   ASNC   ImageGuide
o Clinical Oncology   ASCO   QOPI
o Rheumatology   ACR   RISE
o Emergency Physicians   ACEP   CEDR
o Cardiology   ACC   PINNACLE
o Diabetes   ACC   DCR
o Family Medicine   ABFM   PRIME
o ENT   AAO-HNSF   Regent
o Neurology   AAN   Axon
o Dermatology   AAD   DataDerm
o Urogynecologic Society   AUGS   AQUIRE
o Oral and Maxillofacial Surgeon AAOMS   OMSQDR

Q19: Our specialty registry is not on your list. How can the registry be added and what is the process for that?

If it is not on the list, FIGmd has a generic registry called Polaris which will offer the appropriate PQRS measures for reporting. FIGmd partners with other specialty registries on an ongoing basis so please check back occasionally to see if your specialty registry has been added.

Q20: Can FIGmd submit data for other kinds of registries, for example Public Health registries such as immunizations, or cancer care registries?

No, at this time the data cannot be used for those other registries.

Q21: So will this program cover all registries required for PCMH and Meaningful Use?
Yes, it will offer a very broad coverage. However, we would like to understand the specific nature of your practice and FIGmd can provide further guidance.

Q22: Does this program require physicians to be board certified?
It does not require you to be board certified. However, some of the registries require that your physicians are a member of the associated medical specialty society in order to participate. For the Family Medicine Registry, ABFM board certified physicians will be eligible for lower participant fee. Once you go through the sign up process, a FIGmd client account manager will reach out and work through the specific registry related requirements with you.

Q23: Does ELIXIR cover HIE (Health Information Exchange)?
ELIXIR is not an HIE. However, if your data needs to be augmented from local HIE that can be considered. ELIXIR's primary purpose is to work with your eMDs EHR to pull the data, extract it and report it to the appropriate clinical data registry and to offer the appropriate PQRS, EHR Incentive Meaningful Use reporting options. In addition, ELIXIR can also support data submission to an HIE.

Q24: Risk stratification will become increasingly important in a MACRA/CPC+ world. What tools does FIGmd offer?

FIGmd has been working on a very comprehensive MACRA strategy that addresses CPIA, ACI, and some of the other components. They are building support into the platform to support risk stratified measures and the ability to also risk stratify practice patient populations. This is not currently available but is something that is forthcoming as MACRA takes effect and those capabilities are required.

Q25: How does this interact with practices in ACO's?

The ACO practice environment will integrate just as though you are a regular practice. FIGmd will pull the data and present it in the same fashion. There are certain differences in how the reporting will take place. The FIGmd client account manager will work with you to address those specific options on the reporting.

Q26: Will it produce data for Physician Assistants?

Any individual the practice would like to have participate in the program, may register with their NPI for CQM dashboards.

Q27: Do you offer tools for ad-hoc report creation?

There is an analytics module that will give you access to all the data that is being collected for the registry. It will give you the ability to do pivot tables and drill downs on the data. This is part of the dashboard.

Q28: What will the process be for adding a new provider to our TIN after the initial setup?

Once the initial set up is completed and the enrollment in the recommended registry is completed. You will have the ability to add additional providers within the registry itself. Your FIGmd client account manager will assist you in that process.

Q29: Does ELIXIR utilize a secure VPN to transmit data directly to the specialized registry or does the data go to FIGmd and then to the registry?

FIGmd is the turnkey solution for the registry. From a technical perspective, it does not require a VPN set up. However, the registry connector itself has security software built in to create a highly secure connection for data transfers. It requires very little IT intervention to set this up, but necessary assistance is provided in setting this up as well.

Q30: Syndromic surveillance has not been available in our area, is that still correct for this registry?

Syndromic surveillance is currently not supported through ELIXIR; however, FIGmd does offer this functionality depending on your state. Contact them directly for additional information.

Q31: Is the dashboard within Practice Partner or on the web?

For now, customers will be accessing the dashboard through the web.

Q32: Does it cover the direct upload of data to registries?
Yes, FIGmd will upload registry specific data from your EHR to the selected registry.

Q33: Do Nurse Practitioners also need to be signed up (included in provider per year)?
Yes, the fee is per NPI number per registry per year.

Q34: I heard you are part of a PTN (Practice Transformation Network). Is this the same as being a part of an APM (Advanced Payment Model), like an ACO?
We are not part of a PTN. One of the registries we manage, PRIME registry, is part of an ASM which works with PTNs. More information can be found here - https://innovation.cms.gov/initiatives/Transforming-Clinical-Practices/. If you are part of a PTN, the ABFM PRIME registry fee is waived for the first three years.

Q35: Will there be any changes to documentation in eMDs for FIGmd to pull data correctly?
As part of the implementation process, the FIGmd client account manager will get in touch with your practice and help you complete the enrollment process with the specific registries you have selected. After that, FIGmd will kick off an implementation loop where data will be extracted based on standard data maps built for eMDs. Data will be "pulled" into the registry and reports shared with you and FIGmd's client account manager will work with you to identify any missing data or gaps in data.

Q36: How is unstructured data pulled?
The FIGmd implementation is personalized to your practice. During this process, the FIGmd client account manager will work with the practice to understand the data collection patterns and the maps will be adapted to pull data from structured and unstructured fields.

Q37: If you have to correct data information, how can you see if it worked? Will you be able to see immediately?
As a part of the implementation process, you will be able to request a data refresh when you have made data updates so that you can see if the updates you have made have an impact on your performance. Once the implementation process is complete, the registries will refresh your data and performance numbers on a monthly basis.

Q38: Will this registry accept the eMDs codes that have been programmed in the software?
Yes, it will. One of the USPs for this partnership is to have as close to zero impact on your workflow. During implementation, any localizations or documentation patterns or codes you have implemented will be mapped to the appropriate target codes that are required for the registries or the eCQMs

Q39: Will there be a significant workflow revision required?
No. There will be no significant workflow revisions that will be required.

Q40: Is FIGmd the only registry option for reporting or can an eMDs client use another registry such as PRIME through ABFM?
FIGmd will submit to PRIME.

Q41: We already have been using FIGmd for RISE (ACR) registry. Do I need to sign up again?
No, if you are already signed up with FIGmd you are good to go!

Q42: We are a VAR, how does this work if we host our clients. Will FIGmd charge us as the VAR and then we charge our clients. We host all of our client's servers.
Payment will be collected during the registration process, whether collected from the VAR or the provider.

Q43: If a provider does not want to use FIGmd and wants to use PRIME as their registry, can they do that?
The FIGmd platform hosts the PRIME registry. This FAQ is about the eMDs certified ELIXIR interface that extracts and submits data from eMDs to this FIGmd platform.

Q44: How do I generate a report with FIGmd?
You do not need to generate a report with FIGmd.

FIGmd will extract the required data from your system and you will be able to see your performance over quality measures on the registry dashboard. Once you choose the best quality measures that you want to submit to CMS, FIGmd will ask you to sign the Data Release Consent Form (DRCF) for the final submission. Once the DRCF is signed by the practice, FIGmd will submit the measures (and the required data) in the supporting file format (QR XML, QCDR XML, QRDA Cat III) to CMS. If you do not sign this form, FIGmd cannot submit your data. Post submission, FIGmd will share a feedback report with you.

Q45: How and when will FIGmd submit data to CMS?
FIGmd will submit data directly to CMS, only after approval from the practice. Please see the question and answer above.