

# The Centers for Medicare & Medicaid: MyMedicare.gov and the Blue Button

May 26, 2011



# History of Personal Health Record Pilots at CMS

- ▶ **2005 –RFI solicited public feedback on CMS role re: PHRs**
  - **Outcome:** Industry concurred that CMS should not build proprietary PHR, but should provide Medicare data to existing PHRs
- ▶ **2006 –Feasibility test**
  - **Outcome:** Successfully tested transfer of Medicare claims data into existing Internet-based PHRs
- ▶ **2007–2008 –Plan Pilot**
  - **Outcome:** Studied beneficiary usage of existing PHRs offered by MA and Part D plans –range of plans and uptake, from 100,000 for Kaiser to 400 for UPMC. Evaluation completed in Summer 2009; positive feedback from users.
- ▶ **2008 –Concept of Operations**
  - **Outcome:** Identified technical and policy implications of providing Medicare claims data to PHRs on a large scale
- ▶ **2008 to present –Fee–for–Service Pilots**
  - **Outcome:** Two pilots –single PHR in South Carolina; choice of 4 PHRs in Arizona and Utah. Outreach found to be very important. Evaluation completed in Spring 2010 for South Carolina. 4500 registrants for MyPHRSC; 1200 for PHRChoice. Ended in 2011.

# Blue Button Background

- ▶ Joint initiative with Department of Health and Human Services, Centers for Medicare & Medicaid Services (CMS) and the Department of Veterans Affairs (VA)
  - Todd Park, CIO DHHS
  - Peter Levin, CIO VA
- ▶ Currently, Medicare beneficiaries can access their claims data on [www.mymedicare.gov](http://www.mymedicare.gov), and can add personal information into that site as well. They can then create and print a report called the “On-the-Go report” to share with their caregivers and providers.
- ▶ There have been 3 releases for the “Blue Button” on MyMedicare.gov: September 2010 launch, October 2010 migration to new look and feel, June 2011 addition of diagnosis codes to the beneficiary file



***Blue Button allow s beneficiaries to download their data for their own personal use***

# MyMedicare.gov

- ▶ The MyMedicare.gov web portal was launched in December 2004 as a pilot in Indiana.
- ▶ The national rollout was completed in the fall of 2005.
- ▶ As a companion to the Medicare.gov website, the portal provides a secure web interface where beneficiaries can have access to personalized information regarding their Medicare benefits and services.
- ▶ Began auto-enrolling newly eligible beneficiaries in August 2006 (for Mymedicare.gov)

The screenshot shows the MyMedicare.gov website. At the top, it features the U.S. Department of Health & Human Services logo and navigation links for Medicare.gov Home, FAQs, Printable-Version, Mailing List, Search Tools, and Online. A search bar is located on the right. The main header includes the MyMedicare logo and the tagline "The Official U.S. Government Site for People with Medicare".

The page is divided into several sections:

- Secure Sign In:** A section for logging in, including fields for Sign In ID and Password, a Sign In button, and links for "Forgot Sign In ID?", "Forgot Password?", and "Need to Register: Sign Up".
- Help with Sign In:** A section with a question mark icon, containing text about disabling pop-up blockers and links for "Trouble signing in?" and "Browser requirements".
- Privacy and Security:** A section with a padlock icon, containing text about CMS privacy and links for "Online Services / Web Confidentiality Agreement" and "Security help page".
- Registration Information:** A section with an information icon, containing text about registration requirements and a link for "sign up".
- Welcome to MyMedicare.gov:** A central section with a welcome message and a link to the "online MyMedicare.gov tour".
- MyMedicare.gov Features and Benefits:** A section with a "MyMedicare.gov tour" button, containing four categories of services:
  - Claims:** Includes links for "View Claim Information", "Order Duplicate Medicare Summary Notices (MSN)", and a "NEW!" announcement for "Access quality information about your provider".
  - Health and Drug Plans:** Includes links for "View plan enrollment and quality information", "Compare health and drug plans", and "Order Duplicate Medicare Summary Notices (MSN)".
  - Health Management:** Includes links for "Create and print 'On the Go' report" and "Add or modify self-reported health management information".
  - Drug and Pharmacies, Providers and Preventive Services:** Includes links for "View and modify your self-selected drug and pharmacy information", "Search for and create a list of your favorite providers", and "View details of your preventive services".

At the bottom, there is a footer with the text "Page Last Updated: Sep 10, 2009." and a navigation bar with links for "Frequently Asked Questions", "Contact Us", "Website Privacy", "Website Policies", "Freedom of Information Act", and "USA.gov". The footer also includes the text "Centers for Medicare & Medicaid Services | U.S. Department of Health and Human Services".

# Current MyMedicare.gov Functionality

## ▶ Key Functions:

- Online access to various claims views (claims summaries, claim details and claim based MSN's)
- Captures prescriptions entered and saved by the beneficiary
- Ability to enter personal information related to their health
- Ability to create an "On the Go" report
- Ability to submit an Initial Enrollment Questionnaire (IEQ) online
- Detailed enrollment information (current plans, Medicare secondary payer info)
- Preventive service history and notifications
- Medicare Secondary Payer (MSP) case access for liability cases
- Ability to email targeted messaging
- Opt out of the Medicare Handbook

### Key Statistics (as of 5/16/2011)

Registered Users to Date *	11.2 M
Average Session Duration	16 minutes
Average Users per month	135,000
Portal logins per month	457,000
Total logins last 90 days	1.3 M

\* New beneficiaries are automatically registered

# MyMedicare.gov

- ▶ The Blue Button is available on the “Claims” and “On the Go Report” screens
- ▶ Button will only download the data that is visible on that page

The screenshot shows the MyMedicare.gov website interface. At the top, there is a search bar and navigation tabs for Home, My Claims, My Providers, My Preventive Services, My Health & Drug Plans, My Drug Costs, My Health Management, and My Account. The main content area is titled "My Claim Search Results" and includes a "Blue Button Download My Data" icon, a "Printable Version" link, and a "Need help?" link. Below this, there is a "Welcome: JOHN A DOE" message and a search criteria section with "Type of Claim: Hospital Outpatient" and "Search Date: 08/01/2008 - 07/27/2010". A "New Search" button is also present. A note states: "Claim information is available only if Medicare has processed it within the last 15 months. For claim information beyond 15 months, please contact 1-800-MEDICARE (1-800-633-4227)." There is a link for "View My MSN Order History" and a message: "To get detailed information regarding a claim, please click on the claim number." Below this, there is a "Preview MSN" button and a table of claim results. The table has columns for MSN View, Claim Number, Provider Name, Service Start Date, Service End Date, Amount Charged, Medicare Approved, Provider Paid, You May be Billed, and Claim Type. The table contains three rows of data. A note at the bottom states: "Claim information is available only if Medicare has received and processed your claim. If you do not see your claim, please check back at a later time. It usually takes 4-6 weeks to process a claim. If you are enrolled in any plan other than Original Medicare, your claim information may not appear. Please contact your plan administrator." A "Please Note" section follows, explaining that users will receive a Medicare Summary Notice (MSN) when they receive a Medicare payment check, but not when Medicare covers 100% of a claim, such as lab services.


MSN View	Claim Number	Provider Name	Service Start Date	Service End Date	Amount Charged	Medicare Approved	Provider Paid	You May be Billed	Claim Type
◊	MBP20178911125	DAVIESS COUNTY HOSPITAL	6/12/2010	6/12/2010	78.00	78.00	11.93	Click on Claim Number for details	Outpatient
○	21001100130504VAA	Click on Claim Number to see Provider Name	1/4/2010	1/4/2010	\$232.00	\$232.00	\$0.00	\$46.98	Outpatient
○	MBP20178911124	DAVIESS COUNTY HOSPITAL	9/22/2009	9/22/2009	78.00	78.00	11.93	Click on Claim Number for details	Outpatient

# MyMedicare.gov

- ▶ Once the user “pushes” the blue button, they get an instruction page.
- ▶ There is language on this page to warn beneficiaries to protect this information and not download it on public computers

## Document Information

### Title:

Data Download for Claims Search Results 

### Description:

Text file to download to your computer containing information from the Claims Search Results Page. This data can then be uploaded into a Personal Health Record. Note: to export all your claims at one time, select “All Claims Types” and “All Claims History.”



This data file can be downloaded to your computer for viewing in Excel or using with other health management tools, such as a personal health record.

To save the data to your computer:

1. Click on Download My Data File.
2. The File Download Dialog box will open.
3. Select “Save” and enter the location, name and type of your file.
4. Once the file is saved on your computer, it can be opened and viewed in Excel.
  - o To open a file in Excel, right click on the file name
  - o Select “Open With”
  - o Select Excel. If Excel does not display, then select “Choose Program” and find Excel in the list

Please note:

- Remember to always protect the privacy of your medical information.
- Please only download your information onto a secure computer. NEVER use this function on a public or shared computer.
- Only upload and store your data on trusted sites.
- Not all Personal Health Record (PHR) applications will provide the ability to upload data into their system. If you have questions regarding the ability to upload this data, or need help in performing the upload, please contact the PHR vendor directly.
- For additional information on Personal Health Records and how they can help you better manage your health care, please visit the PHR section on Medicare.gov (<http://www.medicare.gov/navigation/manage-your-health/personal-health-records/personal-health-records-overview.aspx>)

Don't have Excel loaded on your computer? You can view this file by downloading the free Excel viewer from Microsoft.

[Download Microsoft Excel Viewer Now!](#) 

# MyMedicare.gov

- ▶ Download process is designed to look and feel familiar to the end user

## Document Information

**Title:** Data Download for Claims Search Results

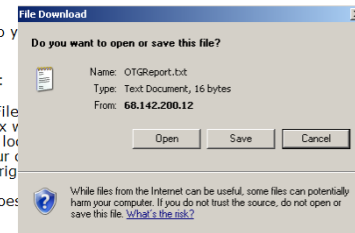
**Description:** Text file to download to your computer containing information from the Claims Search Results Page. This data can then be uploaded into a Personal Health Record. Note: to export all your claims at one time, select "All Claims Types" and "All Claims History."



This data file can be downloaded to your computer.

To save the data to your computer:

1. Click on Download My Data File
2. The File Download Dialog box will appear
3. Select "Save" and enter the location
4. Once the file is saved on your computer:
  - o To open a file in Excel, right-click on the file
  - o Select "Open With"
  - o Select Excel. If Excel does not



Please note:

- Remember to always protect the privacy of your medical information.
- Please only download your information onto a secure computer. NEVER use this function on a public or shared computer.
- Only upload and store your data on trusted sites.
- Not all Personal Health Record (PHR) applications will provide the ability to upload data into their system. If you have questions regarding the ability to upload this data, or need help in performing the upload, please contact the PHR vendor directly.
- For additional information on Personal Health Records and how they can help you better manage your health care, please visit the PHR section on Medicare.gov (<http://www.medicare.gov/navigation/manage-your-health/personal-health-records/personal-health-records-overview.aspx>)

Don't have Excel loaded on your computer? You can view this file by downloading the free Excel viewer from Microsoft.

[Download Microsoft Excel Viewer Now!](#)



# MyMedicare.gov

- ▶ File was designed for ease of reading on the end-user's part
- ▶ Representative examples of the claim file and the "On the Go" file

```
ClaimResults.txt - Notepad
File Edit Format View Help
-----
MYMICARE.GOV PERSONAL HEALTH INFORMATION
*****CONFIDENTIAL*****
Produced by the Blue Button (v1.0)
08/17/2010 20:13
-----
Source: MyMedicare.gov
-----
ClaimSummary-----
Source: MyMedicare.gov
Claim Number: MBP201891011125
Provider: Click on Claim Number to see Provider Name
Admit/Service Date: 6/12/2010
Release Date: 6/12/2010
Total Submitted Amount: 14,607.60
Medicare Approved: 14,607.60
Provider Paid: 14,607.60
You May be Billed: Click on Claim Number for details
Claim Type: Hospice
-----
Claim Number: MBP201523352010
Provider: CLARIAN HEALTH PARTNERS
Admit/Service Date: 6/12/2010
Release Date: 6/12/2010
Total Submitted Amount: 547.52
Medicare Approved: 232.48
Provider Paid: 185.98
You May be Billed: Click on Claim Number for details
Claim Type: DME
-----
Claim Number: MBP20178911125
Provider: DAVIESS COUNTY HOSPITAL
Admit/Service Date: 6/12/2010
Release Date: 6/12/2010
Total Submitted Amount: 78.00
Medicare Approved: 78.00
Provider Paid: 11.93
You May be Billed: Click on Claim Number for details
Claim Type: outpatient
-----
Claim Number: MBP20178910116
Provider: DUKES HEALTH SYSTEM LLC
Admit/Service Date: 6/12/2010
Release Date: 6/12/2010
Total Submitted Amount: 18,767.81
Medicare Approved: 18,767.81
Provider Paid:
```

```
OnTheGo.txt - Notepad
File Edit Format View Help
-----
MYMICARE.GOV PERSONAL HEALTH INFORMATION
*****CONFIDENTIAL*****
Produced by the Blue Button (v1.0)
08/17/2010 20:13
-----
Demographic-----
Source: MyMedicare.gov
Full Name: bbb, AAAA
DOB: 11/21/1945
Address Line 1:
Address Line 2:
City:
State:
Zip:
Home Phone:
Email Address:
Part A Effective Date:
Part B Effective Date:
-----
Emergency Contact-----
Source: Self-Entered
Contact Name: bbbbbb
Address Line 1: bbbbbbbbbb
Address Line 2: bbbbbb
City: bbbbbbbbbb
State: ME
Zip: 66666 - 6666
Relationship: Spouse
Home Phone: 222-222-2222
Work Phone: 666-888-8888
Mobile Phone: 999-999-9999
Email Address: bbbbbbbbbb@nnn.com
-----
Self Reported Medical Conditions-----
Source: Self-Entered
Condition Name: Allergies
Medical Condition Start Date: 12/28/2009
Medical Condition End Date: 12/28/2009
-----
Condition Name: Broken Wrist
Medical Condition Start Date:
Medical Condition End Date:
-----
Self Reported Allergies-----
Source: Self-Entered
Allergy Name: Animal Dander
Type: Environmental
Reaction: Gas / Bloating
Treatment: Acupuncture
First Episode Date:
Last Episode Date:
Last Treatment Date:
-----
Allergy Name: Aspirin
Type: Drugs
Reaction:
Treatment:
First Episode Date: 1/1/2009
Last Episode Date: 1/1/2010
Last Treatment Date:
-----
Self Reported Implantable Device-----
Source: Self-Entered
Device Name: Pace Maker
Date Implanted: 11/20/2006
-----
Drugs-----
Source: Self-Entered
Drug Name: lactic acid CRE 12%
Supply: 1 X 385GM Bottle (1 per package) Every 1 Month
Orig Drug Entry:
-----
Preventive Services-----
Source: MyMedicare.gov
Description: DIABETES
Next Eligible Date: 4/1/1985
-----
Description: PPV
Next Eligible Date: 4/1/1985
```

# MyMedicare.gov

- ▶ The Medicare Beneficiary Portal provides Medicare beneficiaries with a browser-based graphical user interface to retrieve relevant beneficiary information
- ▶ Website is fully integrated so all activities that are completed on the website are logged and tracked within the call center application

The screenshot displays the MyMedicare.gov website interface. At the top, there is a navigation bar with links for Home, My Claims, My Providers, My Preventive Services, My Health & Drug Plans, My Drug Costs, My Health Management, My Account, and My Messages. Below the navigation bar, the user is logged in as JOHN DOE, and the date is Wednesday, July 29, 2009. The main content area is divided into several sections:

- My Personal Information:** Displays the user's email address (john.doe@mycompany.com), emergency contact, and various enrollment dates for Medicare Part A, Part B, and Part D.
- My Preventive Services:** A table showing upcoming preventive services for which the user is eligible, including Cardiovascular and Diabetes, with their respective next eligibility dates.
- My 5 Most Recent Claims History:** A table listing the user's most recent claims, including claim numbers, provider names, service dates, and amounts charged and approved.
- My Deductible Status:** A table showing the user's current deductible information for the years 2009 and 2008, including the deductible amount, remaining amount, and amount met.

At the bottom of the page, there is a footer with the text "Centers for Medicare & Medicaid Services | U.S. Department of Health and Human Services".

# MyMedicare.gov Homepage

- ▶ MyMedicare.gov homepage has promotional information about the Blue Button.

The screenshot shows the MyMedicare.gov homepage. At the top, there is a blue header with the Medicare.gov logo and a search bar. Below the header, there are navigation tabs for Home, Manage Your Health, Medicare Basics, Resource Locator, and Help & Support. The main content area is divided into several sections:

- MyMedicare.gov**: A section with orange buttons for Claims, Plans & Coverage, My Health, and Online Tour.
- Getting Started**: A section with a video player and text: "Welcome to Medicare's free, secure online service for accessing personalized information regarding your Medicare benefits and services. New to MyMedicare.gov? [Create an account](#)".
- Secure Sign In**: A section with a sign-in form and a "Sign In" button.
- MyMedicare.gov Help**: A section with a video player and text: "Blue Button is here! Blue Button allows you to download your data to a text file. Watch the video above for more information." Below the video is a "Download My Data" button.
- Registration Information**: A section with text: "In order to use this service you must be a registered user. If you have not registered, sign up. For more information on the registration process, access the online demo." Below this is a callout bubble that says "Add video clip, text and image of the blue button".
- Privacy and Security**: A section with text: "CMS respects your privacy. Additional details regarding the security of your information on MyMedicare.gov can be found in:" followed by links for Online Services/Web Confidentiality Agreement and Security Help Page.

At the bottom of the page, there is a "Back to Top" button and a footer with navigation links for Manage Your Health, Medicare Basics, Resource Locator, and Help & Support.

# MyMedicare.gov Usage

## MyMedicare.Gov Usage September 2010 – February 2011

