The minutes below are a summary of the Advisory group meeting topics, group discussion, actions, and outcomes as a result of this meeting.

MEETING DETAILS

Date: July 18, 2023

Facilitator: Nykesha Scales, CGS Provider Outreach & Education Representative, Katie Monzel, CGS Provider Outreach & Education Consultant

Attendees: 33 state/national association representatives

AGENDA ITEMS

Welcome/Purpose

- The primary function of the POE AG is to help the MAC create, implement, and review provider education strategies and efforts. The POE AG provides input and feedback on training topics, provider education materials, and dates and locations of provider education workshops and events. The group also identifies salient provider education issues and recommends effective ways to disseminate information to all appropriate providers and their staff.

  - https://www.cms.gov/regulations-and-guidance/guidance/manuals/downloads/com109c06.pdf (Section 20.6.1) - Group apprised of manual updates effective as of May 22, 2023.

- No update on Hospice General Inpatient Care (GIP) Physician topic as MACs have been working with CMS on Election Statement concerns.

- Katie Monzel welcomed as CGS J15 Home Health & Hospice Sr. Provider Education Consultant.

Current Tasks

Targeted Probe & Educate (TPE) Updates

The group asked how TPE is going and what they are hearing. Aaron Little (Forvis) thanked CGS for their level of transparency with the process which makes it easier to understand the selection process and compare amongst Medicare Administrative Contractors (MACs). For hospice, Quality Improvement Organization (QIO) direction/requirement for election statements has been unclear. Marlene (Bayada) added there is a difference amongst MAC level 1 and level 2 with denial reasons. Judi (NHPCO) asked if there was any word from CMS on adding a publication date to the Model Example Election Statement Template available on the CMS Website to reduce provider confusion. Nykesha posed this question during a CMS meeting and CMS advised this is being taking into consideration. Nykesha also asked group members to ensure providers are utilizing the TPE mailbox to pose TPE related questions and not individual Medical Review (MR) staff members work emails. This mailbox is: j15hhprobeandeducation@cgsadmin.com. Questions about backlogs, education scheduling and processes for handling denials in sequential order should be posed to this mailbox. Please refer to the following article for the most recent CGS TPE Update, https://www.cgsmedicare.com/hhh/pubs/news/2023/06/cope140320.html. Group asked if there are TPE related topics that aren't being covered that should be and no one offered any suggestions.

2023 Home Health & Hospice MAC Collaborative Summit: Perfecting Performance by Breaking Down B Barriers

CGS is once again participating in the annual HHH MAC Summit, which is hosted by NGS. Group asked to help share news and email notifications about the summit and participants such as CMS, Department of Justice, National Organizations, HHH MACs, and others to help bolster attendance. Summit to be held in Las Vegas again but venue has changed to the Flamingo Resort on September 13-15, 2023. Please refer to the following for

registration information, SUMMARY - 2023 Home Health & Hospice MAC Collaborative Summit: Perfecting Performance By Breaking Down Barriers (https://web.cvent.com/event/b76b8799-ae7c-4e79-acf6-8360e9f75c72/summary?RefId=Attendee%20Registration%20%5Bcvent.me%5D&rt=qarO5YCmcEuqQoFg1dqIdw). Rochelle (ND) was thanked for realizing a MAC mix-up during the registration process which has since been resolved.

CGS Webinar Platform Changes

Earlier this year, webinar platform changed for better participant engagement. Members reminded that participants would need to register and then will be able to add events to their calendars via https://cvent.me/0X5dDB. Marcia (VA) reported she liked the platform. Nykesha advised participation is lower on the HHH side than with previous platform and reminded members it's part of their requirements as members to attend educational forums and provide feedback. Matt (UT) asked how participants can register if they don't have a PTAN or NPI. Simply enter zeroes in these fields to gain access.

IVR Discussion

AG members asked if they knew what the IVR is and if providers are using it. Shasta (Amedisys) advised the group the Interactive Voice Response (IVR) system is not very user friendly and most times you have to hang up when users mis-enter information. She also indicated most providers prefer using myCGS and/or other systems. Annette (IA) reported even small/rural providers have transitioned to myCGS and other systems with the availability of broadband internet. Jennifer (MD), Kerry (Vitas) and Peggy (UT) all stated providers do utilize the IVR as a backup when the other systems are not available.

2023 DDE PPTN Recertification

Annual Direct Data Entry (DDE) Recertification is currently in progress. For providers who want to keep their access to DDE, they will need to complete the recertification. Process started with HHH providers and website will display a due date of June 30, 2023, however, the final due date is August 31, 2023. Aaron (Forvis) suggested sending direct emails to users alerting them of recertification because this is being overlooked in general listserv emails. This suggestion was shared with EDI, who advised a mass email will be issued closer to deadline to contacts listed on applications. Jennifer (MD) added it would be great to facilitate this process via myCGS. This is a consideration currently being researched.

KEEP, START, or CHANGE Roundtable:

- **myCGS:** Annette (IA) reported providers appreciate being able to monitor the linear progression with Additional Documentation Requests (ADRs) and the review process. Nykesha mentioned an enhancement in the works for providers to facilitate the MR Reopening process in multiple areas of the portal. Members expressed concern with the reduction of the notification emails they once received. This reduction was based on survey feedback, but we will share this with the portal team. Peggy (UT) loves the MBI Lookup Tool.
- **Website:** Brenda (MO) loves the organization of the website and finds it easy to navigate. Peggy (UT) is still having a hard time finding things. AG members advised to complete website surveys when experiencing such occurrences.
- **Call Center:** Several group members indicated difficulty when they call into the Provider Contact Center (PCC) with obtaining accurate information. AG members informed of tier/escalation process and asked to provide specific examples for training. Annette (IA) confirmed the tier/escalation process works very well.
- **Education:** Heather (MO) really likes the listserv emails and finds them useful for forwarding and sharing information with colleagues. Annette (IA) offered kudos to the MR team and manager, Cari Atkinson for taking the extra step to ensure providers understand and have a wonderful customer experience.

Future Tasks

Review of Upcoming Educational Material

Group reminded to register for and attend upcoming forums and encourage other staff as well.

Identify Collaboration Opportunities

- Please identify and share collaboration opportunities for education/outreach.
- Please continue to attend, provide feedback and suggest future topics, https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/hhh_report/hhh_report.aspx

Customer Experience Survey

- Group reminded to take advantage of surveys when visiting our webpage and/or utilizing resources.
- Survey responses at the end of webinars are very low; group members expressed they are suffering from survey overload but will do better. Suggestion made to only offer certificate of attendance if survey is completed, also add link and QR code to slide that discusses survey.

myCGS Portal Enhancements

Still working on strategy to increase new users and utilization. Latest enhancements include the 'saved form' option and new password requirements.

CGS Data Analysis

The group reviewed the top Claim Submission Errors (CSEs), and Medical Review denials.

- W7048 Reason Code popping up for hospice providers mentioned by Becky (PA). Information has been added to the Claims Processing Issues Log (CPIL), https://www.cgsmedicare.com/hhh/claims/fiss_claims_processing_issues.html.
- U5181; Occurrence Code 27 Calculator Tool, https://www.cgsmedicare.com/medicare_dynamic/j15/oc27calc.asp
- Regarding denial code 5PX06, group asked for examples of what regulatory requirements are not being met. Please refer to the following publications for examples, https://www.cgsmedicare.com/hhh/medreview/hos_drc.html.
- Beth (UT) reported some hospice denials are using home health terminology. Information shared with MR team.

CGS ADVISORY GROUP NEXT MEETING DATE

Both meetings via Teams:

- December 5, 2023 – Home Health
- December 12, 2023 – Hospice