

*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

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**Date:** March 22, 2022

**Facilitator:** Nykesha Scales, CGS Provider Outreach & Education Representative

**Attendees:** 27 state/national association representatives

## AGENDA ITEMS

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### Welcome/Purpose

The primary function of the Advisory Group is to assist the contractor in the creation, implementation, and review of provider education strategies and efforts. The Advisory Group 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 means of information dissemination to all appropriate providers and their staff, including the use of the Provider Contact Center (PCC) to disseminate information to providers.

### POE AG Recommendations

#### Physician Billing

**Dr. Neil Sandler, J15 HHH Medical Director** – Dr. Sandler joined the meeting to discuss coverage and billing of physician services during GIP stays. Please note this is Dr. Sandler's summary of his discussion; however, CGS is still conducting research:

Physicians' services are covered for hospice beneficiaries during a GIP stay. They may be billed separately when they are not related to administrative services, or they represent supervision of the care rendered. Administrative services include, but are not limited to those related to establishment, or updating of the plan of care and participation in the interdisciplinary group. Supervisory services are those that materially duplicate those which are provided by nurses or other staff or can be provided by other staff. These services are not separately payable outside the PPS payment.

### Current Tasks

#### Advisory Group Recruitment

During the December meeting, a member recruitment campaign was suggested. CGS did pursue this campaign during the first quarter of 2022, shared the prospects with POE AG members during this meeting and asked them to send their recommendations after the meeting. The group suggested the following providers who will be contacted by CGS POE in regard to their participation: Amedisys Inc., Aspire Home Health & Hospice, and Montgomery Hospice & Prince George's Hospice.

#### Feedback on Recent Education

Group reminded to register and participate on educational forums so they can provide feedback. Also, reminded of the recorded events webpage: <https://www.gotostage.com/channel/j15education>. Renee (HHMS-KS) reported she did listen to the VBID event and found the most important takeaway to be for providers to ensure they are verifying eligibility and frequently.

**Hospice Election Statement/Addendum**

Nykesha shared recommendation for providers to take advantage of the CMS templates available for the hospice election statement as well as the addendum to ensure all required content is there. One example pointed out that appears to be missing from provider drafted addendums is the "Date Furnished" field. Judi (NHPCO) said they are also hearing confusion about using the CMS templates but encouraging them to do so. Katie (NAHC) advised there are some needed updates to the election statement template, and they are in communications with CMS.

**Value-Based Insurance Design (VBID)**

CMS has instructed the MACs to assist with VBID education. As such, it will continue to be added to ongoing hospice education. Group was asked if they are hearing any concerns or best practices surrounding VBID. Several group members mentioned not having plans in their areas but running into situations with VBID patients traveling into their regions, and the continued challenge of the simultaneous billing to both the MAC and the Medicare Advantage Organization (MAO). Judi reminded the group VBID is MA plan driven and there are more plan offerings this year.

**myCGS Enrollment/News**

Group members apprised of recent enhancements and asked if they were utilizing the portal to its maximum potential. Recent enhancements include recertification process changed from 90 days to 360 days, accessibility to overpayment data, messages delivered at NPI level, new look and feel to My Account tab, and enhanced MBI Look-up Tool security feature.

**Annual Direct Data Entry (DDE) Recertification**

Nykesha advised group that annual DDE recertification process will be initiated again and the due date for HHH providers is April 30, 2022. Please reach out to our EDI Team at 1.877.299.4500, Option 2 for assistance.

**Future Tasks****Review of Upcoming Educational Material**

Group will be asked to review upcoming presentation material.

**Identify Collaboration Opportunities**

- As 2022 continues, and based on industry feedback, please identify, and share collaboration opportunities for education/outreach.
- Please continue to attend, provide feedback, and suggest future topics: [https://cgsmedicare.com/medicare\\_dynamic/wrkshp/pr/hhh\\_report/hhh\\_report.aspx](https://cgsmedicare.com/medicare_dynamic/wrkshp/pr/hhh_report/hhh_report.aspx).

**Customer Experience Survey**

Nykesha advised the group to take advantage of surveys when visiting our education web page or viewing educational videos.

**Social Media Discussion**

- <https://www.cgsmedicare.com/socialmedia/index.html>
  - LinkedIn
  - YouTube
- Group members encouraged to view social media pages and follow CGS on LinkedIn.

**CGS Online Education Discussion**

[https://www.cgsmedicare.com/medicare\\_dynamic/education/education/001.aspx](https://www.cgsmedicare.com/medicare_dynamic/education/education/001.aspx)

Members were tasked with reviewing online education center courses and letting Nykesha know of needed changes or other topics to be added.

**CGS Data Analysis**

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

- Renee inquired about number of MR denials. There were 341 claims reviewed during this time period and 208 denials.

**Open Forum**

Nykesha mentioned CMS asking the MACs to send out a listserv reminding new hospice providers about the Hospice Quality Reporting Program (HQRP) as many of them are unaware of the requirement to submit quality data or face payment penalties. Katie mentioned having CMS and/or MACs add a paragraph to new provider letters who are notified of their PTAN about HQRP. Katie has previously suggested this and it's worth revisiting. Judi added new providers could also use more education about the CAP process.

**CGS Advisory Group Next Meeting Date**

July 19, 2022 (Microsoft Teams)