

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 14, 2020

Facilitator: Nykesha Scales & Cari Atkinson, CGS Provider Outreach & Education

Attendees: 27 state/national association representatives

AGENDA ITEMS

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.

Follow-Up Items from Previous AG Meetings

- Group welcomed new members and Cari Atkinson who joined the HHH Provider Outreach & Education Team effective March 23, 2020, as the new Clinical Educator.

POE AG Recommendations

- Coronavirus 2019 (COVID-19)
 - The group discussed continued struggles related to COVID-19 such as access to nursing home facilities, staffing issues, mandatory testing rules, and time to receive test results. Theresa (NAHC) shared an email with the group concerning the access to nursing home facilities where the Nursing Home Commission is seeking public input on COVID-19 intentions and care needs. Positive outcomes such as the use of telehealth and better time management were also mentioned. One comment about the nursing home access issue, we've had good success in connecting one person to the team individuals for FaceTime calls. For instance, if the Hospice Aide is present, she/he would connect their company's secured iPhone to FaceTime and allow the SW to complete a telehealth visit, for example.
 - Nykesha advised CGS will continue to keep providers aware of changes and updates related to the Public Health Emergency (PHE) as they become available.
- Hospice Cap Education Collaboration Fact Sheet, https://www.cgsmedicare.com/hhh/education/materials/pdf/hospice_caps_jobaid.pdf
 - The fact sheet was shared with the POE AG, which was created based on the NHPCO's recommendation and collaboratively developed. The group was pleased with the resource but suggested changing the name to denote Hospice Financial Caps to reduce possible confusion with other caps and to reword the first bullet under the Inpatient Day Limitation header. This information will be shared with the fellow HHH MACs and revised accordingly.
- FY2021 Medicare Beneficiary Election Statement
 - This will remain a standing agenda topic as the implementation is slated for October 2020 for FY 2021. Nykesha asked the group to continue to make recommendations as to what

providers really need to know and be ready to execute. The following suggestions were made: If CGS were to develop education materials regarding the EOB Addendum, the following would be helpful:

- Decision making regarding hospice provider covered vs non-covered medications, treatments, services and,
- Documentation specificity and examples related to reason/explanation for Hospice Provider non-covered medications, treatments, services on the EOB addendum.

Current Tasks

- Feedback on Last Quarter Education
 - Based on poll results, webinars are the most beneficial method for education (versus articles/ listservs or website postings) and the best time to attend is 10:00 a.m. – 1:00 p.m. Group really likes the noon, lunch and learn sessions/timeslot. Additional feedback: Webinars are best for initial information, but the website is also important for future reference. The group was also polled on vitality of the Medicare Bulletin. The vast majority would like to see the bulletin remain as a standing CGS publication. Nykesha advised all J15 lines of business will now be included in future publications.
- CGS Medicare App
 - Group polled to see how many had downloaded the app. Majority of the group indicated they had not downloaded the app. One concern was the inability to download apps on their work devices and older devices where the app wasn't showing in the app store. Another member mentioned the inability for the fee schedules to load and stated the text was too small. The group will continue to encourage providers to utilize the app.
- Level 2 Appeals via myCGS Enhancement
 - myCGS may now be used to submit level 2 appeals, Reconsiderations. These level 2 appeals will continue to be facilitated by the Qualified Independent Contractor (QIC). Nykesha advised this enhancement appears to be underutilized. The group stated they're not seeing a lot of level 2 appeals at this time. Cari also mentioned encouraging providers to take advantage of the Part A East (PAE) Demo when offered. Additional PAE info is available on our website, <https://www.cgsmedicare.com/hhh/appeals/demo.html>.
- Claim Submission Errors (CSEs), <https://www.cgsmedicare.com/hhh/education/materials/cses.html>
 - 37402 – Hospice: Sequential Billing Error – In March, the group was asked to come up with pain points and innovate ways of assisting providers to lower their occurrences with this CSE/reason code. The group conveyed difficulties with this assignment due to there being a broad variety of reasons for seeing this reason code. One suggestion stemming from the HH AG was to work more with the clearinghouses since a lot of agencies turn over billing to such entities. Nykesha mentioned the possible formation of a coalition of vendors and clearinghouses. Members were excited about this possibility. Becky believes the issue is more system related and there's a disconnect on the FISS end.

Future Tasks

- Review of Upcoming Educational Material
 - Group will be asked to review upcoming presentation material.
- Review Hospice Frequently Asked Questions (FAQs) categories and be prepared to share feedback on revisions, additions, or deletions to these specific categories, https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/hhh_report/hhh_report.aspx.
- Identify Collaboration Opportunities
 - As the year progresses 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.

CGS Data Analysis

- The group reviewed the top CSEs, Medical Review denials, as well as top telephone inquiries received by our Provider Contact Center (PCC).

CGS Advisory Group Next Meeting Dates

- December 15, 2020 (web conference)