

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: March 15, 2023

Facilitator: Patsy Schwenk and Towanna Tripp

ATTENDANCE

Members:

- Jane Arnold
- Heather Clark
- Stacy Diehl
- Karen R Downing
- Daniel Eichelberger
- Jann Gravina
- Jenn Hansel
- Kendra Hardrick
- Phil Horn
- Cody Hunt
- Wayne Johnson
- Robert Kaliszewski
- Amanda Kert
- Dottie Mudd
- Deepa Patel
- Mick Polo
- Jean Pryor
- Kelly Rupard
- Melody Rice
- Max Shipley
- Yakiesha Stiggers
- Valerie Tapia
- Deborah Walton
- Michelle Weiss
- Berni Willis
- Sandy Young

CGS:

- Carey Fugate
- Curtis McFadden
- Juan Lumpkin
- Vanessa Williams
- Leah Lewis

AGENDA ITEMS

Welcome

Purpose and Goals

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.

Response to feedback related to inquiries submitted to the PCC rather than to POE

via email or Advisory Group: Please continue to contact the PCC initially. If you do not receive a resolution, you may then contact POE for assistance. Please include a PCC reference number with your POE request to assist us in providing education both internally and to the provider community.

Current Tasks

Feedback on Educational Events

POE staff allowed members to give feedback on in person and vertical events

- **Louisville and Erlanger, KY:** POE partnered with members to host events in Louisville and Erlanger on November 2nd and 4th, 2022. There was no charge for those events. Members stated the events were very good. Member stated it was very enjoyable.
- **Nashville, TN:** The CGS IMPACT Conference was held in Nashville February 27th and 28th. This all-CGS event included POE teams from all lines of business – DME, Home Health & Hospice, Part A and Part B. The total cost was \$250 to attend the two-day event. Attendance included POE AG members and/or their management. Attendees expressed how enjoyable the event was, and that it had great information. Added feedback included how the application CVENT (<https://www.cvent.com/>) made the navigating the event very easy. Some of the courses highlighted were:
 - Medicare Secondary Payer
 - J15 Self Service Options
 - Part A/B Prior Authorization Process

In Person Events

POE Staff asked members for free locations for a possible late summer roadshow series. Members will let us know if their facility is interested in hosting a day. POE staff also received verbal invites from the following associations for upcoming conferences for participation:

- COPAM (Central Ohio Patient Account Managers)
- Mid-American Rehabilitation Network
- Kentucky Health Association
- Ohio Hematology Oncology Society
- Kentucky Medical Association

Current Topics

J15 Webinar Changes

POE reminded members that in the month of April, the webinar platform will be changing for Part A and Part B from Go To Webinar to CVENT. Attendees must register to become a member then select all the webinars they are planning to attend for the year. (<https://cvent.me/OX5dDB>) Questions about past recordings being available were answered. The past education recordings will be available on J15's Educational page on YouTube. <https://www.youtube.com/@cgsmedicare/videos>.

Call Center Changes

POE staff reminded members of the new authentication requirement that will start effective May 1st when calling the Provider Contact Center. To protect the privacy of Medicare beneficiaries and providers, all Medicare Administrative Contractors (MACs), are required to authenticate certain elements before releasing beneficiary-specific information. Claim-specific/eligibility questions require you to authenticate the following elements using our Computer Telephony Integration (CTI) system. https://www.cgsmedicare.com/parta/cs/cgs_j15_parta_cs_user_guide.pdf. Beginning May 1st, calls that are not properly authenticated via CTI will be transferred back to complete this step. This information was part of our Recent News to all J15 providers. <https://www.cgsmedicare.com/partb/pubs/news/2016/04/cope32689.html>

Feedback from Providers on KEEP, START, or CHANGE

POE Staff opened the floor for discussions on what can be done to be the best MAC for J15 Providers. This included what things we should keep doing as a MAC, what we should start doing that we are not doing, and what are some things we can change. This included items for our web portal, our website, POE Education offerings, and our Provider Contact Center. One example for requested change on our web portal is allowing more savable forms. All things discussed were documented by POE staff for continued work and follow-up.

Future Tasks for Next Meetings

Members were reminded to complete the following tasks before our next POE AG meeting:

- Attend our educational offerings and share feedback on experience
- Help us promote upcoming in-person events to increase attendance
- Discuss POE AG feedback options 2023 (Form will be sent for immediate feedback to be sent back to POE)

CALENDAR OF EVENTS

- **Part A:** https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/parta_report/parta_report.aspx
- **Part B:** https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report/partb_report.aspx

2023 POE AG MEETING SCHEDULE

- June 2023
- October 2023

ADJOURN
