

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: Carey Fugate and Vanessa Williams

ATTENDANCE

Members:

- Kelly Martinelli
- Sandy Young
- Jan Gravina
- Angela Franketti
- Stacey Singer
- Roxanne Poe
- LeeAnn Foster
- Berni Willis
- Denise Moore
- Jennifer Hansel
- Wayne Johnson
- Savannah Wiley
- Cody Hunt
- Daniel Eichelberger
- Debbie Emmons
- Yakiesha Stiggers
- Mick Polo
- Laura Martucci
- Kelly Stahl
- Amanda Selman
- Todd Baker
- Jane Arnold
- Amanda Kert
- Valerie Tapia
- Melody Rice
- Deepa Patel
- Mary G. Alexander
- Tori Wilson

CGS:

- Curtis McFadden
- Patsy Schwenk
- Towanna Trip

AGENDA ITEMS

Welcome

Purpose and Goals

https://www.cgsmedicare.com/pdf/j15_poe_ag_covenant_2019_v1.pdf

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

Educational Events

- Ohio State Medical Association (OSMA)
 - Annual Summer Series (https://www.osma.org/aws/OSMA/pt/sd/calendar/328721/PARENT/layout_details/false) – August 15 – 17, 2023
- Members acknowledged that communication on the recent web platform CVENT has been shared with their colleagues, staff and members.
- All positive comments were shared with the CGS staff
- CGS reminded members to continue to share our Calendar of Events (https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report/partb_report.aspx) or by accessing CVENT directly at (<https://www.cvent.com/>)

In Person Events

Members were provided the dates and locations for the August 2023 Summer Road Show. Registration (https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report/partb_report.aspx) is now open for the following dates:

- **August 8, 2023** - Cleveland, Ohio
 - 1:00 p.m. to 5:00 p.m.
 - Warrensville Heights Branch
4415 Northfield Rd, Warrensville Heights, OH 44128
- **August 9, 2023** - Columbus, Ohio
 - 8:00 a.m. to 12:00 p.m.
 - Mt Carmel New Albany Medical Office Building Auditorium
7333 Smiths Mill Rd. New Albany, OH 43054
- **August 10, 2023** - Lexington, Kentucky
 - 8:00 a.m. to 12:00 p.m.
 - Gatton Student Center, Ballroom C
160 Avenue of Champions, Lexington, KY 40606

Current Topics

J15 Webinar Changes

POE ask members for feedback on the webinar platform released April 2023 CVENT (<https://cvent.me/OX5dDB>), members acknowledged very positive feedback on our new webinar platform.

Call Center Changes

POE staff reminded members of the new authentication requirement that went into effect May 1st when calling the Provider Contact Center. Claim-specific/eligibility questions require you to authenticate the specific elements using our Computer Telephony Integration (CTI) system.

- https://www.cgsmedicare.com/parta/cs/cgs_j15_parta_cs_user_guide.pdf.
- <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 was to add the TPE review results to the portal MR Tab, this request will be submitted to the portal team for review. 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
- As we prepare for our CY 2024 planning, members were asked to submit suggestions on enhancing our education to the provider community. Suggestions can be submitted to the following mailboxes:
 - J15_PartA_Education@cgsadmin.com
 - J15_PartB_Education@cgsadmin.com

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

September 14, 2023

ADJOURN

Meeting closed at 1:10 p.m.