

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: September 7, 2022

Facilitator: Curtis McFadden and Juan Lumpkin

ATTENDANCE

Members:

- Jane Arnold
- Janet Creason
- Stacy Diehl
- Daniel Eichelberger
- Debbie Emmons
- Jann Gravina
- Jenn Hansel
- Kendra Hardrick
- Luci Hendrickson
- Phil Horn
- Robert Kaliszewski
- Jennifer Kelley
- Kelly Martinelli
- Laura Martucci
- Dottie Mudd
- Deepa Patel
- Roxanne Poe
- Mick Polo
- Jean Pryor
- Amanda Selman
- Max Shipley
- Kelly Stahl
- Yakiesha Stiggers
- Valerie Tapia
- Deborah Walton
- Berni Willis
- Tori Wilson
- Sandy Young

CGS:

- Carey Fugate
- Patsy Schwenk
- Towanna Tripp
- Vanessa Williams

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

In-Person Events

POE staff reviewed upcoming in-person education events.

- **Louisville and Erlanger, KY:** POE is partnering with members to host events in Louisville and Erlanger on November 2nd and 4th, respectively. There is no charge for these events. Registration links will be made available soon.
- **Nashville, TN:** The CGS IMPACT Conference will be held in Nashville February 27th and 28th. This all-CGS event will include POE teams from all lines of business – DME, Home Health & Hospice, Part A and Part B. It will cost \$250 to attend the two-day event. Special early bird pricing is \$175. Save the date information is available at <https://www.cgsmedicare.com/articles/cope26062.html>. This event will include multiple topics of interest in addition to sponsors and vendors. Members were asked to send vendor suggestions to the POE email address.

Feedback on Education

Members shared feedback on several education events offered since our last POE AG meeting. This included Lean 360, Drugs & Biologicals Update, Inpatient Rehab, ESRD 101, Prior

Authorization of Repetitive Scheduled Non-Emergent Ambulance Transport (RSNAT), as well as a few in-person AAPC seminars.

In discussing some webinars, members of the group suggested more specific descriptions be posted that clearly identify the topics, target audience, and the level of education (e.g., 101, 102). Clearer descriptions will help members promote our events and invite the appropriate staff. POE will keep this in mind when posting events on our Calendar of Events.

CGS MedicareSM App

POE reminded members of the CGS MedicareSM app. Being the only MAC with an app, it offers a convenient way for providers to quickly access fee schedules, local coverage determinations (LCDs), news and publications. POE staff asked members to download the app (available in the App Store (Apple) and Google Play store (Android)) and provide feedback and suggestions for improvement. Members were asked to let POE know of any technical issues associated with downloading and/or using the app. A link to a guide is available at <https://www.cgsmedicare.com/partb/online-tools/cgsmedicare.html>.

myCGS Web Portal

To promote the Google Authenticator app as the preferred way to log into myCGS and meet the multi-factor authentication (MFA) requirement, POE staff gave a demo of the log in process. Members were reminded that the text and email options available to receive an MFA code can take up to 15min to receive. Using the app allows immediate access to the portal.

POE staff asked members about the refreshed look of myCGS, specifically the color scheme. No additional feedback was noted.

Discussing recent updates to myCGS, members of the group suggested more timely notification of changes and enhancements, especially those that result in field removal and/or relocation. Users are accustomed to entering data in a certain order, however, when fields are moved/removed, this causes confusion and a reduction in productivity. POE staff will be sure to share future changes directly with the group's members to avoid confusion.

Current Topics

Christina Reeg, Ohio Senior Health Insurance Information Program (OSHIIP) Director

In a previous meeting a member requested additional information on the SHIPs. Chris shared some information regarding both the Ohio and Kentucky programs. They serve as liaisons between insurers and the community. CGS has a great partnership with the SHIPs to educate patients, which will be especially important during the upcoming open enrollment period.

Chris asked members to refer patients to their Annual Notice of Changes (ANOCs) so they are well informed of updates to plans. She also shared that the US Senate has asked SHIPs for an update on misleading enrollment complaints received from patients. Lead Agencies have become more front facing when it comes to health insurance options available to patients. When patients call these agencies, they contact patients constantly, causing patient confusion and frustration. Members were asked to encourage patients to enroll through plans directly or other trusted sources.

SHIP links:

- Kentucky - <https://chfs.ky.gov/agencies/dail/Pages/ship.aspx>
- Ohio - <https://insurance.ohio.gov/consumers/medicare/01-oshiip>

Prior Authorization of Repetitive, Scheduled, Non-Emergent Ambulance Transports (RSNAT)

This process is intended to help ambulance suppliers ensure services provided meet Medicare coverage, coding, and billing requirements under Part B. Recently, there have been concerns about the requirements of the Physician Certification Statement (PCS) and the time it takes to receive decisions on requests. As issues present, if members need assistance after working with the PCC and/or the nurse reviewer, they are welcome to reach out to POE.

Some discussion on using myCGS to submit PA requests. A member confirmed ambulance suppliers may now submit them without being required to enter a physician's PTAN.

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

- March 2023
- June 2023
- October 2023

ADJOURN
