

JURISDICTION B & C DME MAC POE ORTHOTICS & PROSTHETICS (O&P)

ADVISORY GROUP MEETING MINUTES

Meeting date/time: February 15, 2024, 11:00 a.m.-12:00 p.m. ET

Facilitator: Judie Roan, JC POE Senior Analyst

Advisory Group Members: Joyce Ardrey, Curt Bertram, Terry Bentley, Jane Talley, Kimberly Hanson, Rachel Hatty, Aaron Sorensen, Jim Del Bianco, and Danielle Sparks

Agenda

- I. Roll Call & Purpose
- II. Updates and Changes
- III. Suggestions – Last Meeting
- IV. Educational Feedback & Online Tools
- V. Online Tool Spotlight
- VI. Upcoming Events & Educational Planning
- VII. Feedback & Suggestions
- VIII. Open Discussion

I. Roll Call & Purpose

Judie welcomed the group, then reviewed the purpose of the advisory group:

- The primary function of the Orthotics and Prosthetics (O&P) Provider Outreach and Education (POE) Advisory Group (POE AG) is to help CGS in the creation, implementation, and review of provider education strategies and efforts.
- The POE AG gives input and feedback on training topics, educational materials, and dates and locations of provider education workshops and events.
- The group also identifies relevant provider educational issues and gives recommendations of how to effectively distribute the information to all appropriate suppliers and their staff.

Judie reminded the group of the importance of completing the surveys.

II. Updates and Changes

Judie reviewed information about the proposed lower limb prostheses Local Coverage Determination (LCD), 3-D printed orthotic devices, the temporary gap in competitive bidding, and the new authentication requirements for customer service that starts March 1, 2024.

III. Suggestions – Last Meeting

Suggestion: Send reminders and information about prior authorization for suppliers who may not have been providing items during competitive bid.

Response: CGS sent revised articles and updated applicable resources on December 21, 2023.

- JB: <https://www.cgsmedicare.com/jb/pubs/news/2023/12/cope148651.html>
- JC: <https://www.cgsmedicare.com/jc/pubs/news/2023/12/cope148651.html>

Suggestion: Create an article and highlight it on the website with all actions created in response to surveys.

Response added after the meeting: The CGS Customer Experience page already exists in the News & Publications section of the website. It publishes operational improvements that are direct results from your survey feedback.

- JB: https://www.cgsmedicare.com/jb/pubs/enhancements/cust_experience_updates.html
- JC: https://www.cgsmedicare.com/jc/pubs/enhancements/cust_experience_updates.html

Pending Suggestions:

- Add a slide to presentations that highlight the changes implemented due to survey responses.

IV. Educational Feedback & Online Tools

Judie asked if anyone attended webinars, workshops, association meetings, councils, or the Ask-the-Meetings (ACMs).

- Members said their staff attends webinars and uses the information to train all members of the staff and the webinars are beneficial.
- A member said have staff watch the On-line Education Courses (OECs) and they were helpful.

Judie then asked if the members used any online tools.

V. Online Tool Spotlight

Judie reviewed the Claim Denial Resolution Tool.

- JB: https://www.cgsmedicare.com/medicare_dynamic/jb/claim_denial_resolution_tool/search.aspx
- JC: https://www.cgsmedicare.com/medicare_dynamic/jc/claim_denial_resolution_tool/search.aspx

VI. Upcoming Events & 2024 Educational Planning

Judie presented the list of upcoming webinar topics and workshop locations. She then asked for suggestions and feedback for the educational plan for 2024.

VII. Feedback & Suggestions

New Suggestions:

- Billing reminder for miscellaneous (99) codes due to issues with custom fitted items that don't have corresponding OTS codes.
- Add custom fabricated items to CGS Connect (specifically AFO/KAFO).

- Issues with beneficiaries being able to obtain shoes.
Beneficiaries can search for diabetic shoes suppliers on the Medicare website at: <https://www.medicare.gov/medical-equipment-suppliers/>.

VIII. Open Discussion

Members discussed issues with Medicare Advantage Plans. Judie explained she cannot comment on their rules and can only address Fee-for-Service (FFS) rules. She referred to the press release "Biden-Harris Administration Launches Effort to Increase Medicare Advantage Transparency" published here: <https://www.cms.gov/newsroom/press-releases/biden-harris-administration-launches-effort-increase-medicare-advantage-transparency>

There was also a brief discussion on compression garments, Judie advised the group to attend the upcoming webinar for a full education session.

The meeting adjourned.