

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

ADVISORY GROUP MEETING MINUTES

Meeting date/time: November 9, 2023, 12:00-1:00 p.m. ET

Facilitator: Judie Roan, JC POE Senior Analyst

Advisory Group Members: Joyce Ardrey, Maggie Kling, 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 & 2024 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 temporary gap in competitive bidding that starts January 1, 2024. During the temporary gap period, Medicare-enrolled DMEPOS suppliers may furnish DMEPOS items and services to patients. CMS will update the 2024 fee schedules.

III. Suggestions – Last Meeting

Suggestion: Add the Dear Physician Letters and Documentation Checklists to the Local Coverage Determinations (LCDs) and policy articles (PAs) or the LCD and PA page pages.

Response: Discussed with Medical Review and we cannot add links for these items to the LCDs. The letters are easily accessible on the Physician's Corner page on the CGS Medicare website:

• JB: https://www.cgsmedicare.com/jb/mr/phys_corner.html

• JC: https://www.cgsmedicare.com/jc/mr/phys_corner.html

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

Response: CGS will send information about the temporary gap in competitive bidding and include information about prior authorization and face-to-face and written Orders Prior to Delivery (WOPD).

Judie asked for suggestions from members on how to improve survey participation.

MCE suggestion implemented:

- Add "a short 2-minute survey" to let people know how long the survey will take.

MCE suggestions pending:

- Create an article and highlight it on the website with all actions created in response to surveys.
- Add a slide to presentations that highlight the changes implemented due to survey responses.
- Send reminders to complete surveys through electronic mailing lists.

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 they asked a new employee to watch the On-line Education Courses (OECs) and they were extremely helpful.

Judie then asked if the members used any online tools.

- A member said that the same/similar look-up tool in myCGS is helpful.

V. Online Tool Spotlight

Judie reviewed the new Prior Authorization Smart Submission (PASS) in myCGS. We published a news article on October 27, 2023:

• JB: <https://www.cgsmedicare.com/jb/pubs/news/2023/10/cope146246.html>

• JC: <https://www.cgsmedicare.com/jc/pubs/news/2023/10/cope146246.html>

Members said that will be a great asset to avoid dismissed prior auth requests.

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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:

- A member requested more information and education on claim narratives and more information on liners and inserts.

Judie asked the members to send her an email when they complete the survey.

VIII. Open Discussion

Judie asked if there was anything for open discussion.

The meeting adjourned.