

The minutes below are a summary of the CGS Advisory Group meeting topics, group discussion, actions, and outcomes as a result of this meeting.

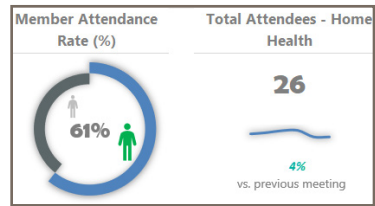
MEETING DETAILS

- Date:** March 5, 2024
- Facilitator:** Ariel Taylor, Sr. Provider Relations Representative & Nykesha Scales, CGS J15 POE Manager
- Attendees:** 26 state/national association representatives alongside CGS and CMS

AGENDA ITEMS

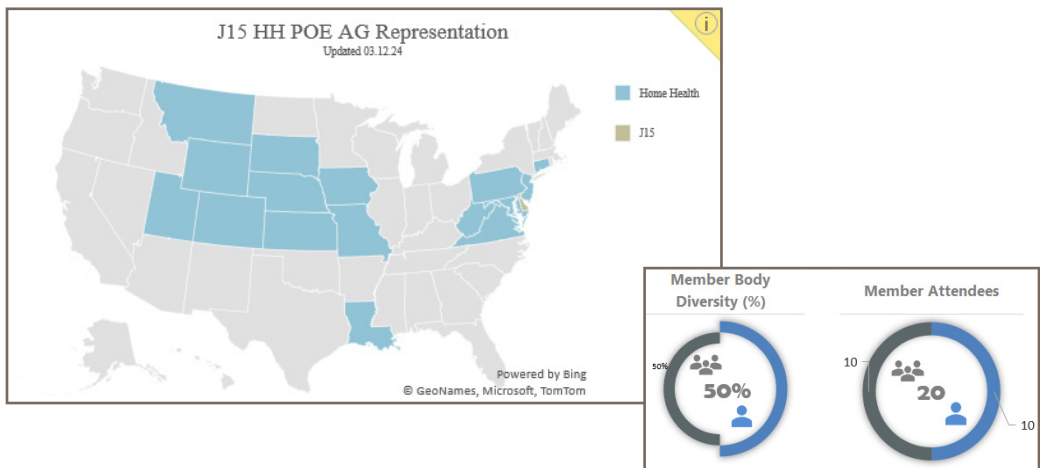
Welcome/Purpose

- The primary function of the Advisory Group (CMS Manual link for review: <https://www.cms.gov/regulations-and-guidance/guidance/manuals/downloads/com109c06.pdf>) 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.
- Jurisdiction 15 Home Health & Hospice Provider Outreach and Education (POE) Advisory Group (https://www.cgsmedicare.com/hhh/education/advisory_groups.html) – Houses manual, covenant, group member list (updating after 2024 Membership Drive), meeting dates, past minutes
- Provider Outreach & Education (POE) Advisory Group (AG) Covenant (Home Health & Hospice) (https://www.cgsmedicare.com/hhh/education/pdf/hhh_poe_ag_covenant.pdf) – Covenant reviewed and discussed to cover responsibilities of membership as outlined and utilization of new internal POE AG Dashboard to monitor key elements including attendance and engagement.



Follow-Up Items from Previous AG Meeting

2024 POE AG Membership Drive



State Represented	Rep Type				Grand Total
	Large Chain + Group	National + Assoc	State + State + Assoc		
+ Colorado			1		1
+ Connecticut	1				1
+ Iowa	1		1	1	3
+ Kansas			4	2	6
+ Louisiana	1				1
+ Missouri	2		1		3
+ Montana			1		1
+ Nebraska				1	1
+ New Jersey			1		1
+ Pennsylvania				1	1
+ South Dakota	1		1	1	3
+ Utah			1		1
+ Virginia			2	1	3
+ Washington, D.C.		2			2
+ West Virginia			1		1
+ Wyoming			1		1
Grand Total	6	2	15	7	30

(Large chain or national vs individual)

- Increased from 23 to **30 state/national association representatives!**
 - Delaware still needs representation – nominations provided, and contact made to inquire – thank you HH POE AG Team!
 - Any remaining prospective members or new nominations, please send completed membership form to J15_HHH_Education@cgsadmin.com.
- Feedback on Process for 56900 Reopening Requests (<https://www.cgsmedicare.com/hhh/pubs/news/2023/08/cope143630.html>)

To ensure your 56900 reopening requests are routed and handled efficiently, please use one of these options to submit the appropriate request form and documentation:

- **myCGS (preferred method):** The myCGS portal allows you to easily identify claim status, access and complete the appropriate request form, attach documentation, and submit your request electronically. Reference the myCGS User Manual for detailed instructions.
- **56900 Reopening Request Form:** If you still use fax or mail, complete the new 56900 Reopening Request form PDF and send it with a copy of the ADR letter and requested documentation.

← Claim denial date <120 days - Medical Review will complete review without utilizing the Medicare Appeals process

Claim denial date > 120 days - Agency must complete and submit the Redetermination Request form for first level of appeal

CGS NEW Process for 56900 Reopening Requests Webpage
<https://cgsmedicare.com/hhh/pubs/news/2023/08/cope143630.html>

CGS Reopenings
<https://www.cgsmedicare.com/hhh/appeals/reopenings.html>

- Members Annette and Aaron voiced appreciation for clarity and have had overall good feedback.
- CGS Webinar Platform Feedback (<https://web.cvent.com/event/a64b8e73-c925-4e3f-a190-8d61ecdd86f8/regProcessStep1>) SIGN UP TODAY!!
 - Members have voiced issues with initial set up, navigation, adding events to calendar, and joining events after registering. Request for short tutorial could be helpful, CGS will

evaluate against upcoming platform changes and advise at next meeting.

- Reminded members that there will be a combined HH&H POE AG Meeting October 15th, 2024.

Current Tasks

- CGS Re-Award Announcement: J15 A/B Contract!
- <https://cgsmedicare.com/j15award.html>

A/B MAC Jurisdiction 15 Contract Re-Awarded to CGS Administrators!



On November 30, 2023, CMS re-awarded the A/B MAC Jurisdiction 15 contract to CGS Administrators

A/B MAC Jurisdiction 15
7-Year Contract

Part A / Part B States	Home Health & Hospice States	
<ul style="list-style-type: none"> ▪ Kentucky ▪ Ohio 	<ul style="list-style-type: none"> ▪ District of Columbia ▪ Colorado ▪ Delaware ▪ Iowa ▪ Kansas 	<ul style="list-style-type: none"> ▪ Maryland ▪ Missouri ▪ Montana ▪ Nebraska ▪ North Dakota ▪ Pennsylvania ▪ South Dakota ▪ Utah ▪ Virginia ▪ West Virginia ▪ Wyoming

There will be **NO**:

- Interruptions in processing
- Changes in contact numbers or addresses
- Provider cash-flow interruptions (payment floor drops)
- Web portal changes
- Transition related dark days
- Edit changes
- Enrollment changes

J15 Contract Re-award Questions?
CGS.J15Implementation@cgsadmin.com

February 13, 2024

More Information on CGS Contract Re-Award
<https://cgsmedicare.com/j15award.html>

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Targeted Probe & Educate (TPE)

- Members expressed concerns about outstanding letters and wanted to know if there was a timeframe goal. Medical Review advised that it depends on the workload, but the goal is by the end of the quarter and that they are currently back on track with the letters so everyone should see faster turnaround times.
- Members questioned how medical necessity edits were determined and was advised that it is a random selection that picks up diagnosis codes through a scrub. Medical Review also said that providers are only responsible for five edits, so if they receive more than that, they should send an email to Medical Review TPE Mailbox, J15HHPROBEANDEDUCATION@CGSADMIN.COM.
- Members wanted clarification about whether the TPE limit was 20 or 40 and was advised that for Hospice it is 20 to 40 and for Home Health, its 20 based on current management direction. Nykesha reviewed the current MR Activity Log with current edits in place with the AG. Advice was given to reach out to the mailbox and include the PTAN for questions/concerns.

CGS Article – Separate Payment for Disposable NPWT Devices on HH Claims

<http://devinternet/hhh/pubs/news/2023/12/cope148928.html>

- Ariel covered this recent article with complete billing instructions with the AG.
- No feedback provided

Other Topics Discussed/Recommendations

- Nykesha mentioned Change Healthcare incident and showed group where to find additional resources and information by selecting the yellow image on the homepages, Change Healthcare Security Incident (<https://cgsmedicare.com/hhh/pubs/news/2024/02/cope151843.html>).

- Anja suggested incorporating Cyber Attack education into upcoming events. This recommendation is being evaluated for further consideration.
- Bo suggested additional education on 56900 Denials. POE will continue to educate on this topic and the MR Reopening process.

KEEP, START, or CHANGE Roundtable

- **myCGS:** Group reminded of request for participation in upcoming Portal Focus Group. Please email J15_HHH_Education@cgsadmin.com subject line “2024 myCGS Focus Group” to request involvement. AG members asked if they’ve reviewed new portal resources, taken advantage of portal education and asked for any feedback on the new inbox filtering options. No input was received.
- **Website:** Members encouraged to continue utilizing CGSMedicare.com and providing feedback via website surveys to identify areas of opportunity for enhancement.

Future Tasks

Review of Upcoming Educational Material

- Monthly Welcome Week for New Providers
- Home Health Focus Topics
- Notes: No feedback

Identify Collaboration Opportunities

- Please identify and share collaboration opportunities for education/outreach.
- Please continue to attend, provide feedback and suggest future topics (https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/hhh_report/hhh_report.aspx)

Customer Experience Survey

- Group reminded to take advantage of surveys when visiting our webpage and/or utilizing resources.
- Customer Experience Page Launch
 - <https://www.cgsmedicare.com/hhh/pubs/reviews.html>



CGS Data Analysis

- The group reviewed the top Claim Submission Errors (CSEs), and Medical Review denials.

CGS Home Health & Hospice Data Analysis: September 2023 – January 2024

Home Health Claim Submission Error (CSE) Data: September 2023 – January 2024

Rank	Reason Code	Billing Error	# Of Errors
#1	U537F	From date on NOA falls w/in an existing HH admission period	14,902
#2	19963	Statement From Date is on or after 01/01/2022 and less than 24 months from claim Admit Date and a matching Home Health NOA cannot be found	13,189
#3	37253	No OASIS assessment found	5,771
#4	U5233	Services w/in HMO Period and no Hospice involvement or services not w/in Hospice period	5,209
#5	31755	HIPPS DOS mismatch	4,213

Home Health Medical Review (MR) Denial Data: September 2023 – January 2024

Rank	Reason Code	Denial Reason	# Of Denials
#1	5HN18	Skilled nursing services were not medically necessary	138
#2	5HY01	Medical documentation submitted did not show therapy services were reasonable and necessary and at a level of complexity which requires the skills of a therapist	113
#3	5HC01	Physician certification was invalid since the required face-to-face encounter was missing/incomplete/untimely	113
#4	5HC09	Initial certification was missing/incomplete/invalid; therefore, recertification episode is denied	80
#5	56900	Requested medical records were not received within the 45-day time limit	36

CGS ADVISORY GROUP NEXT MEETING DATE

July 9, 2024 — Home Health (via Microsoft Teams)