

*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

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**Date:** March 9, 2021

**Facilitator:** Nykesha Scales, CGS Provider Outreach & Education

**Attendees:** 24 state/national association representatives

## AGENDA ITEMS

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### Welcome/Purpose

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.

Nykesha recapped the recommendations/progress such as more frequent Home Infusion Therapy (HIT) articles, FAQ revisions, website chat possibilities, and the one pager, quick resource tool related to CY2021 RAP changes received during the December meeting.

### POE AG Recommendations

#### Ordering/Referring Denials, Jackie Murphree/Encompass

Since this topic is a pinpoint strategy for Provider Outreach and Education (POE), insight as to what type of issues providers are encountering is great to hear. Jackie mentioned there's a disconnect between the Part B side and the Home Health & Hospice side. Jackie recommended education on ways this can go wrong and how to avoid potential issues and reopenings. This could be as simple as the providers knowing the correct terminology i.e. recycling or triggering the record to prompt updates. Current information on the website on this topic only relates to the reopenings. POE will work on developing additional education.

### Current Tasks

#### COVID-19 Education

After being in the current pandemic, the group was asked what they liked, didn't like, or could have been improved in terms of education offered. The overall consensus from the group was CGS did a good job with keeping providers abreast of the influx of information received from various sources. Aaron (BKD) expressed Target Probe and Education (TPE) questions are still the most prevalent especially as to when reviews for claims post March 2020 would be reviewed and how the initiative will be resumed. Annette (Iowa Healthcare Association) and Beth (Noyce Consulting) mentioned reminding providers of possible audits relating to telehealth and to make sure their documentation measures up and ensure visit notes can clearly identify telehealth versus in person care. Nykesha mentioned what was covered during the COVID-19 Ask-the-Contractor Teleconference (ACT) on 3/4/2021. Aaron advised to remind providers of Cost Report extensions. Face-to-Face (FTF) confusion about who can sign the FTF as far as nonphysician practitioners based on the CARES ACT changes. Nykesha added the changes to allowing the additional practitioners who can order and recertify are permanent, but state law still takes precedence so check with state regulations.

### Home Health & Hospice Claims Webpage Redesign

<https://www.cgsmedicare.com/hhh/claims/index.html>

The group went over the changes to this webpage. The page was redesigned to add a chart that clearly delineates home health, hospice and combined topics. Nykesha added the CGS website works better when using the Internet Explorer browser. Group excited about the redesign and the additional resources added to the bottom of the page.

### Comprehensive Error Rate Testing (CERT) Program Education

Attendance for CERT related education continues to be low. CGS is trying to bolster attendance for CERT education since this is an important topic and to assist providers in being proactive rather than reactive when documentation requests are issued. Jackie (Encompass) said getting CERT documentation requests can be difficult for agencies and the inability to utilize esMD to respond can make the process even more difficult. Kim (VA Association of Homecare) suggested the group members send out notification to providers when CERT education is being hosted to assist with this issue. Annette added combining CERT education with other Medical Review Contractors for future education.

### MM11855 Frequently Asked Questions (FAQ) Review

[https://www.cgsmedicare.com/medicare\\_dynamic/faqs/faqshhh/j15hhh.aspx](https://www.cgsmedicare.com/medicare_dynamic/faqs/faqshhh/j15hhh.aspx)

Group agreed FAQs are very well done, clear and concise. Kim asked if there's any data available as to how industry is coping with new changes. At this time, data will not show true picture with the number of system issues and we'll need to see final claims. Annette asked for specific examples as to what remarks on exception requests should look like. This request is in progress and will be posted to our website soon. Issues with the implementation of this change request were discussed. Group encouraged to tell providers to keep their eyes on the Claims Processing Issues Log ([https://www.cgsmedicare.com/hhh/claims/fiss\\_claims\\_processing\\_issues.html](https://www.cgsmedicare.com/hhh/claims/fiss_claims_processing_issues.html)) (CPIL), and if issue not there to let us know but updates were in process.

### Future Tasks

#### Review of Upcoming Educational Material

Group will be asked to review upcoming presentation material.

#### Identify Collaboration Opportunities

As 2021 progresses and based on industry feedback, 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](https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/hhh_report/hhh_report.aspx).

### Customer Experience Survey

Nykesha advised the group of the new customer experience surveys POE is launching as of this month. These surveys replace the annual MAC Satisfaction Indicator (MSI) survey. POE has five potential surveys providers may take advantage of where QR codes are created for live and recorded surveys. Providers may also take advantage of surveys when visiting our education webpage or viewing educational videos.

### CGS Data Analysis

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

- Regarding CSEs, group concerned about the number of duplicates. AG members believe system issues could be a factor for the increase in duplicates.
- Regarding MR denials, Group recommends keep providers informed of available postpayment review resources and how to's related to responding to Additional Documentation Requests (ADRs).
  - Aaron asked if there's micro level reporting to indicate how many ADRs are responded to via mail instead of the other options. Per MR, there's no separate reporting for this type of ADR response.

- For 5HC01 denial, group suggested a stand-alone educational webinar on this denial and all it entails. AG members stressed the need for ongoing FTF education since this continues to be an area where providers encounter difficulty and remains to be a top denial reason.
- During roundtable, Aaron applauded CGS for making information easily accessible on our website. The group chimed in and agreed saying the CGS website offers a robust collection of resources and tools.

**CGS Advisory Group Next Meeting Date**

July 13, 2021 (Web Conference)