

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 11, 2025
Facilitator: Ariel Taylor, Sr. Provider Relations Representative & Nykesha Scales, CGS J15 POE Manager
Attendees: 25 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, meeting dates, past minutes. New members recognized and welcomed.
- 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.

Follow-Up Items from Previous AG Meeting

- CGS Webinar Platform Feedback: <https://cvent.me/0X5dDB> **SIGN UP TODAY!**
 - Feedback On:
 - Ease of Access
 - Different Modalities (Live, Recorded, On-Demand, Polls, Lecture)-
 - » Multiple members advised they like the OnDemand/encore offerings, short and concise videos that are engaging with no slide reading as these are good for newer employees.
 - » POE offered a CVENT/calendar of events demo to display how previous POE AG recommendations were incorporated.
 - » One AG member cited the DME calendar of events was easier to digest. POE commented the J15 webpages are being evaluated and compared to DME webpages for consistency and brand improvement. It was also mentioned that POE was updating the calendar of events to distinctly show events held in the Teams platform vs the CVENT platform. This has been completed.

Current Tasks

Targeted Probe & Educate (TPE)

- Concerns raised about some agencies not knowing where they stand with TPE, when the next round of claims will be pulled, when TPE may be ending, and long delays between rounds without communication.

- One group member reported one agency was put on TPE for long length of stay about a year ago and a few patients were on census that fell into that category, but they were never selected but within the last 2 weeks they received a letter stating that there was an error and they had been selected for round 1 a year later and asked if this was a common issue. Medical Review (MR) staff indicated there was a technical issue that affected only a few providers, but it has been resolved.
- The group recommends clarification on the round timeframes and when it is ended.
- POE indicated more general TPE education on the process can be done, and MR issued a reminder that intraprobe education is available upon provider request. During intraprobe education, MR staff will provide education on a couple of denials informing why the denial was issued and how to avoid it in the future. MR will perform a deep dive into the agency's chart, and this can be provided to their entire staff.
- AG reminded to email to the Medical Review TPE Mailbox for specific questions concerning TPE, J15HHPROBEANDEDUCATION@CGSADMIN.COM.

Introductions of New MR Staff:

- Dr. Vidya Nagamangala, replacement for Dr. Sandler for CGS Part A/HHH.
- Lanee Barton, New HHH MR Manager

KEEP, START, or CHANGE Roundtable

- **myCGS:** Regarding messages, it would be nice if there was a catch all. There are like 12 options, but it would be nice for it all to be as one mailbox that can be drilled down into different categories. This recommendation was shared with the myCGS Portal Team for consideration. Several members commented on the NPI transitions and necessary filtering to view messages
- There was a member concern about remits not showing the actual amount instead of the billed amount. After researching this with our portal team, it was shown the portal remits have the billed, allowed and check amounts listed. POE will reach out to the member to follow up.
- POE staffed advised a portal refresh is tentatively scheduled for the end of 2025. As in the past, we will ask group members to serve on a focus committee to test changes and portal navigation.
- **Greenmail** (myCGS User Manual - Admin [https://www.cgsmedicare.com/mycgs/mycgs_user_manual_admin.html#admin_main]): POE reported not many myCGS users are taking advantage of this option and there is low adoption rate. POE has included a greenmail push strategy to our annual plan to encourage more providers to opt in to save paper. Education on this topic has ensued and will continue.
- **myCGS Terms of Use (TOU) Violations:**
 - CGS is seeing more portal TOU violations which range from extreme/excessive eligibility queries and the use of automated interfacing to obtain eligibility information. As such, POE added the terms of use to the myCGS webpages as a sub-topic, myCGS Terms of Use (<https://cgsmedicare.com/parta/mycgs/terms.html>).
 - A member asked if the use of outsource billing could cause TOU violations. Those in violation will be contacted via email for awareness and termination.
- **Website:** AG members stated CGS website is the best and the educational materials are superior.
- **Provider Contact Center:** No feedback.
- **Education:** No feedback from the group. AG members were informed of Online Education Center (OEC) refresh and encouraged to view updated courses such as Home Health Beginner Billing Courses, Parts 1 and 2.
- **IVR:** POE staff reminded group as of February 28, 2025, eligibility information is no longer obtainable via the Interactive Voice Response (IVR) system per R128580TN | CMS (<https://www.cms.gov/medicare/regulations-guidance/transmittals/2024-transmittals/r128580tn>). Education has been ongoing since late 2024 and will continue to ensure provider awareness.

Future Tasks

Review of Upcoming Educational Material

- Monthly Welcome Week for New Providers will continue.
- Home Health Focus Topics – Call for suggestions from the group
- POE has noticed a decline in registration and overall attendance. The group was reminded to help with spreading the calendar of events and to attend events as this is part of their membership duties.

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
- Question posed as to how much notice is needed for education requests, in-person or virtual. Please allow at least 1 month for virtual education requests. For travel, more notice is needed to obtain necessary approvals.

Customer Experience Survey

- Group reminded to take advantage of surveys when visiting our webpage, utilizing resources and participating in educational events.
- 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: January 2025 – February 2025

CGS Home Health & Hospice Data Analysis: January – December 2025

Jan - Dec 2025

Month	# of HH Claims Submitted	Total # of HH CSEs	HH CSE Error Rate	# of Hospice Claims Submitted	Total # of Hospice CSEs	Hospice CSE Error Rate	# of HH+H Claims Submitted	Total # of HH+H CSEs	HH+H CSE Error Rate
Jan-25	123,221	20,911	16.97%	108,379	14,497	13.38%	231,600	35,408	15.29%
Feb-25	113,295	22,206	19.60%	105,772	11,067	10.46%	219,067	33,273	15.19%
Total	236,516	43,117	18.23%	214,151	25,564	11.94%	450,667	68,681	15.24%

Home Health Claim Submission Error (CSE) Data: January 2025 – February 2025

Rank	Reason Code	Billing Error	# Of Errors
#1	U537F	From date on NOA falls w/in an existing HH admission period	5,556
#2	U5233	Services w/in HMO Period and no Hospice involvement or services not w/in Hospice period	3,624
#3	37253	No OASIS assessment found	3,185
#4	37220	RC will be assigned when a HH TOB 3X9 was entered with an invalid CBSA code	2,800
#5	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	2,753

Home Health Medical Review (MR) Denial Data: January 2025 – February 2025

Rank	Reason Code	Denial Reason	# Of Denials
#1	56900	Requested medical records were not received within the 45-day time limit	13
#2	5HN18	Skilled nursing services were not medically necessary	11
#3	5HC01	Physician certification was invalid since the required face-to-face encounter was missing/incomplete/untimely	10
#4	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	6
#5	5HC09	Initial certification was missing/incomplete/invalid; therefore, recertification episode is denied	2

OPEN DISCUSSION

- One group member inquired on the number of additional documentation requests (ADRs) issued. POE will check with MR to determine if this information is available and can be shared in the future.
- Another group member asked when the next TPE update will be published to the website. MR staff advised this is in progress. Please check here for updates, Probe Results (<https://www.cgsmedicare.com/hhh/medreview/pr.html>).
- POE staff advised The HHH Medicare Summit has been canceled for 2025 due to scheduling issues with the venue.
- The group was asked about in-person POE AG meetings and responses were mixed. The consensus is to combine in-person meetings with standing conferences when possible.

CGS ADVISORY GROUP NEXT MEETING DATE

July 8, 2025 – Home Health (Microsoft Teams)