

*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:** July 12, 2022

**Facilitator:** Nykesha Scales and Tanith Heesch, CGS Provider Outreach & Education

**Attendees:** 27 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.

### Current Tasks

#### Welcome Tanith

Tanith Heesch, RN was introduced as the new J15 HHH Senior Provider Education Consultant. Tanith served CGS as a Reviewer/Educator for the CGS Medical Review Department, prior to joining POE, and also has many years of home health and hospice clinical experience.

#### POE AG Recruitment: Welcome New Members

Shasta McKee (Amedisys), Kelly Dennis (Unity Point), Pam Morgan (Visiting Nurses), and Joe Russell (WV Council of Home Care Agencies) were welcomed and asked to share what they will bring to the group. Nykesha displayed the Jurisdiction 15 Home Health & Hospice Provider Outreach and Education (POE) Advisory Group ([https://www.cgsmedicare.com/hhh/education/Advisory\\_Groups.html](https://www.cgsmedicare.com/hhh/education/Advisory_Groups.html)) web page with the group and covered the POE AG Covenant to summarize the purpose, goals and responsibilities of members and CGS.

#### Feedback on Recent Education

Merri, Marlene, Dianne, Kim, and Brenda provided feedback on recent education attended. Merri thought the information was well presented; Marlene serves as the designee to attend events and share info with the front-line clinicians who can't attend. Hot topics seem to work better for those who can't attend, and 1-page publications were suggested. Dianne feels the top billing errors and documentation tips are beneficial to staff members, and Kim followed by saying she loves the examples that she can cut and paste to share with her team to review. Brenda ended the discussion by complementing the examples POE has been using as her team mostly want to hear the need-to-know info and how it pertains to their position and care of the patients. When asked about ways to increase participation on webinars and teleconferences, the group said early morning or late afternoon would help to gain more participants and keep the events as short as possible.

#### CGS Impact Conference

Group informed of upcoming CGS Impact Conference which will be held on February 27 - 28, 2023, in Nashville, TN, and advised we are looking for sponsors and breakout topics. The following topics were suggested: Face to Face (FTF) (Getting it right), Nursing & Therapy Medical Necessity, Paint the Picture from Auditing Teams, Targeted Probe & Educate (TPE), Most Common Mistakes w/ Examples, Coding Conventions, and Addendums/Attestations.

### CGS Online Education Discussion

Members were tasked with reviewing online education center courses and letting Nykesha know of needed changes or other topics to be added. Home Health Billing courses need to be updated in light of recent policy changes with PDGM case mix rational; something relating to homebound, add FTF examples to FTF course.

### Future Tasks

#### Review of Upcoming Educational Material

Reviewed Calendar of Events, including MAC Summit (Las Vegas) and requested feedback on what POE has been presenting at events and received no suggestions. Nykesha also mentioned that during the month of June there was a low amount of participation in events as well as the surveys received giving feedback. Group was asked if they believe the QR codes embedded in the presentations are working. A few group members indicated the QR code is fine, and others may just be wrapped up, getting prepared for upcoming changes such as OASIS E and Value Based Purchasing.

#### Identify Collaboration Opportunities

Aaron questioned how much the MACs will be involved in Value Based education and suggested this could be a topic for upcoming education. At this time, we will utilize the information CMS has made available to include it in our educational offerings. 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 to take advantage of surveys when visiting our education webpage or viewing educational videos.

#### myCGS Enrollment/News

AG members asked if they had any portal suggestions or feedback on recent enhancements. No feedback received.

### CGS Data Analysis

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

## OPEN FORUM

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- One member suggested additional educational resources relating to corrections and canceled claims with the inception of the Notice of Admission (NOA) and the best way to perform adjustments, perhaps a Tip Sheet w/ examples.
- An inquiry regarding the Organization/Deactivation Project

## CGS ADVISORY GROUP NEXT MEETING DATE

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**December 6, 2022 (Microsoft Teams):** This will be a joint meeting with both Home Health and Hospice Advisory Groups.