

*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 14, 2023

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

**Attendees:** 22 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.

### POE AG Recommendations

#### Physician Billing

No current update. Group asked if denials are still prevalent and if providers are seeking guidance during Targeted Probe & Education (TPE) calls. Members advised they have not heard much, and most providers have passed through TPE. Some members expressed they are not pleased with not hearing an update on the topic and would like to hear what CMS advises Dr. Sandler.

### Current Tasks

#### CGS Impact Conference

The CGS IMPACT Conference was held in Nashville, February 27th - 28th and hosted over 350 participants. This all-CGS event included POE teams from all lines of business – DME, Home Health & Hospice, Part A and Part B. The total cost was \$250 to attend the two-day event. Attendance included POE AG members, some who were speakers, and/or their management. Attendees expressed how enjoyable the event was, and that it offered great information. Added feedback included how the application CVENT (<https://www.cvent.com/>) made navigating the event extremely easy. Utilization of the event app was remarkably high at over 98%. Concern that not a lot of billing information for hospital administrators was offered and will be taken into consideration for future events.

#### Innovation Project Hospice Focus

AG reminded of current innovation project with a hospice focus and thanked for their willingness to share developed educational resources. Nykesha played an animated video discussing the Additional Document Request (ADR) process for members and asked for feedback. Members really liked the video and were anxious to share it. The video is available on the CGS YouTube channel as well as the Video page of the CGS website.

- <https://www.youtube.com/watch?v=5LSQD7NYuek>
- [https://www.cgsmedicare.com/hhh/education/vid\\_adr.html](https://www.cgsmedicare.com/hhh/education/vid_adr.html)

The group will also receive the most recent e-blast messages that were issued and asked to share with their members and provide any related sharing statistics for reporting.

### Medicare Advantage Organizations (MAOs) Concerns

Concerns continue to funnel in regarding an Ombudsman or someone at CMS who can help with MAO concerns/complaints that cannot be answered by the MAO itself. Nykesha advised regarding Value Based Insurance Design (VBID) Hospice Component concerns, these inquiries should be sent to [VBID@cms.hhs.gov](mailto:VBID@cms.hhs.gov).

### What Should We KEEP, Start, and/or Change Doing

POE Staff opened the floor for discussions on what can be done to be the best MAC for J15 Providers. This included what things we should keep doing as a MAC, what we should start doing that we are not doing, and what are some things we can change. Topics included our web portal, CGS website, POE Education offerings, and our Provider Contact Center (PCC). Videos are keepers, while the request to provide more education on documentation and charting with examples were suggested changes. All things discussed were documented by POE staff for continued work and follow-up.

### Future Tasks

#### Review of Upcoming Educational Material

Reviewed Calendar of Events, including upcoming MAC Summit (Las Vegas) and requested feedback on what POE has been presenting at events and received no suggestions. Group informed of new webinar platform and advised to register to stay informed, Calendar of Events - CGS J15 Part A, Part B, and HHH Education (<https://web.cvent.com/event/a64b8e73-c925-4e3f-a190-8d61ecdd86f8/websitePage:41a33394-6c97-4314-96b9-385402ce20d2>).

#### Identify Collaboration Opportunities

Please continue to attend, provide feedback, and suggest future topics as this is part of your role as an AG member: [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 web page or viewing educational videos.

#### myCGS Enrollment/News

AG members asked if they had any portal suggestions or feedback on recent enhancements. For the Notice of Election (NOE) billing transaction, new fields were added to myCGS to inform of "Election Receipt Date" and "Election Revocation Date."

#### New PCC Requirements

POE staff informed members of the new authentication requirement that will start effective May 1st when calling the Provider Contact Center. To protect the privacy of Medicare beneficiaries and providers, all Medicare Administrative Contractors (MACs), are required to authenticate certain elements before releasing beneficiary-specific information. Claim-specific/eligibility questions require providers to authenticate these elements using the Computer Telephony Integration (CTI) system. Beginning May 1st, calls that are not properly authenticated via CTI will be transferred back to complete this step. This information was part of our Recent News to all J15 providers. Save Time When Calling the Provider Contact Center (<https://www.cgsmedicare.com/hhh/pubs/news/2023/02/cope134442.html>).

#### CGS Data Analysis

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

- Question raised concerning MR denials for missing/incomplete/invalid NOE (5PX06 Notice of Election is invalid & 5PX07 NOE not present) indicating this causes provider confusion since it relates to the Election Statement and not the NOE billing transaction. Concern shared with CGS HHH Medical Review Manager.

## OPEN FORUM

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2023 Medicare Summit, which is a collaboration amongst the Home Health & Hospice MACs will be hosted in person in Las Vegas, NV in September 2023. Registration will be posted on our websites ASAP (April is the target month). Group members suggested group discounts, full agency access and enticing marketing to boost registration/attendance.

Election Statements with missing information and how to correct such deficiencies are still of great concern to agencies. This matter is currently being discussed amongst national associations as well as the MACs with CMS.

Member asked for most recent link to CMS Election Statement Template. Please see the "Downloads" section of this page, Hospice | CMS (<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/Hospice>).

## CGS ADVISORY GROUP NEXT MEETING DATE

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### **July 18, 2023 (Microsoft Teams)**

This will be a joint meeting with both Home Health and Hospice Advisory Groups.