

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

Date: July 13, 2021

Facilitator: Nykesha Scales, CGS Provider Outreach & Education Representative
Cari Atkinson, CGS Provider Outreach & Education Consultant

Attendees: 38 state/national association representatives

AGENDA ITEMS

Welcome/Purpose

- The primary function of the POE AG is to help the MAC create, implement, and review provider education strategies and efforts. The POE AG 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 ways to disseminate information to all appropriate providers and their staff.
- Nykesha recapped the recommendations/progress received during the March meetings.

POE AG Recommendations

Medical Review (MR) Update

AG members suggested information be shared concerning MR Reviews and Top Denials.

- **Medical Record Reviews:** CGS continues to keep our MR activity log updated with current review topics and criteria. We continue to review Home Health (2-6 visits, diagnoses: I11.0, Z46.6, J44.1, I10, J44.9, G20, I25.10, N39.0, J18.9, or I87.2) and Hospice Services (GIP > or 7 days and LOS 730+ days excluding diagnosis codes between C00 and D49.9). CMS has approved Postpayment service specific review of claims with dates of service after March 1, 2020. CGS has started sending ADRs for DOS after 3/1/2020. We are reviewing claims in all states within our jurisdiction. The published activity, which includes details on what we are reviewing can be used as criteria for internal data analysis to assess risk for selection of claims for review.
- **Top Denials:** CGS MR continues to publish quarterly status updates on denial trends with educational material. The latest updates on Postpayment reviews can be found at, https://www.cgsmedicare.com/hhh/medreview/pr_review.html. **Please note, we are not currently conducting any probes or targeted review activity. We are only conducting Postpayment service specific review activity.**

POE AG members suggested after reviewing claims with dates of service after March 1, 2020, that CGS conduct an educational offering surrounding concerns found during recent reviews.

Medicare Secondary Payer (MSP) Education

One group member asked to discuss MSP concerns. Nykesha reminded the group of the MSP web page, <https://www.cgsmedicare.com/hhh/education/materials/msp.html>, that includes a myriad of resources and advised there will be a MSP webinar held in August. She asked for specific topics to be included in this event. No comments were received.

Value-Based Insurance Design (VBID) Model Check-In

The group was asked if they are hearing VBID concerns as one member noted billing/claim opportunities for efficiencies and that provider burden is an issue. Judi (NHPCO) advised they are also interested in hearing about provider burden issues. Nykesha stated it has been fairly quiet from a CGS standpoint. Theresa (NAHC) followed with since there are only a small number of plans, we may not be hearing a lot. Information will be shared with CMS during the ongoing analysis discussion meetings.

Joint Replacement F2F/Surgicenter/Same Day Setting

A question was posed by a group member regarding acceptable face-to-face encounter notes for joint replacement surgery. Many joint replacement surgeries are performed in same day surgery centers. This question was forwarded to CGS's MR educator who indicated that a discharge summary or even a pre-op note can serve as the face-to-face encounter given that the reason for the admission is clearly documented and it meets all the requirements of the FTF encounter (timeframe, content, etc.). It must also be documented by the certifying practitioner. I would suggest that the op note also be submitted with that documentation to support skilled need. An additional question was asked regarding potential compliance issues with free-standing surgery centers referencing the issues with using notes from free-standing emergency departments. We will follow-up with MR and email the answer to that question.

HETS/CWF What's New

EDI has completed gathering information concerning users and has begun sending out notifications via email. Access to Common Working File (CWF) eligibility transactions HIQA, HIQH, ELGA and ELGH is being removed August 31, 2021. Submitters that have both HETS and CWF based eligibility access should use the Health Insurance Portability and Accountability Act) Eligibility System (HETS) exclusively on and after August 31, 2021. Submitters may also access beneficiary eligibility via myCGS or DDE. For more information on myCGS, please visit our website at <https://www.cgsmedicare.com/hhh/mycgs/index.html>. HETS access inquiries and related questions should be directed to the submitter's clearinghouse or vendor. For questions about this transition, please contact our EDI helpdesk at 1-877-299-4500 option 2.

Current Tasks**Video Review – Other Video Topics**

The group watched a video developed by CGS regarding 2021 RAP changes and was asked for feedback. The group loved the video and the visuals. When asked if they would prefer a PowerPoint instead of the visuals used, the majority said the current visuals are best. They also liked the calendar example in the video as well as the length. Group members recommended videos ranging from two to five minutes max, "short and to the point". When asked for additional topics, documentation tips and topics stemming from final rules were recommended. Nykesha advised a Notice of Admission (NOA) video is under development and will be shared with the group for feedback once it's ready.

Electronic Funds Transfer (EFT) Scam Alert

Cari informed the group of a scam that initially impacted Medicaid administrators and is now impacting MACs. There have been entities contacting the MACs to have EFT information changed to basically route money from the good guys to the bad guys. Contact has both been through Customer Service and through written channels. Several inquiries have had numerous follow-ups and have been very persistent and at times forceful. However, they haven't been legit. Entities have even called call centers to get the name of the Authorized Authority for a company. CMS is aware and will forward additional information.

Future Tasks

- **Review of Upcoming Educational Material:** Group will be asked to review upcoming presentation material.

- **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
 - Kerry (Vitas) recommended we add state conferences that CGS will be attending to the calendar of events to increase attendance and provide opportunity for AG members to attend if they're close by.
- **Portal Enhancements:** Seeking advice to increase HHH portal usage. Group had no suggestions during the meeting.
- **Customer Experience Survey:** Group reminded to take advantage of surveys when visiting our web page and/or utilizing resources.
- **Social Media:** LinkedIn is now the official social media platform where provider news will be shared. Group asked to follow the CGS page and provide feedback on posts and suggest content material.

CGS Data Analysis

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

- Regarding MR denials, error noticed on hospice denial concerning General Inpatient Care (GIP/denial code 5PM02) and payment reverting back to routine payment rate (respite was listed). This has been corrected.
- Regarding denial code 5PX06, group asked for examples of what regulatory requirements are not being met. Please refer to the following publications for examples, https://www.cgsmedicare.com/hhh/medreview/hos_drc.html.

CGS Advisory Group Next Meeting Dates

- December 7, 2021 – Home Health
- December 14, 2021 – Hospice (Teams)