

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: July 14, 2026

Facilitator: Ariel Taylor, Sr. Provider Relations Representative
Nykesha Scales, Outreach & Education Manager, CGS J15

Attendees: 33 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) [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) (https://www.cgsmedicare.com/hhh/education/advisory_groups.html) – New members recognized and welcomed and directed to the CGS POE AG Webpage that houses the group member list, meeting dates and past minutes.

Follow-Up Items from Previous AG Meeting

- [CGS Webinar Platform Feedback](https://cvent.me/0X5dDB) (https://cvent.me/0X5dDB): **SIGN UP TODAY!**
- Feedback On:
 - Ease of Access
 - » Members appreciate that accessing Cvent is easier now. However, many members still don't know that Cvent can be filtered, which is limiting their ability to navigate the platform efficiently.
 - Different Modalities (Live, Recorded, On-Demand, Polls, Lecture):
 - » An attendee shared that they would prefer that all the educational content to be organized in a single location for easier access to features like On-Demand.
 - » The consensus was that the Teams platform is preferred over CVENT, and that the live webinars are preferred over the recorded sessions.

Current Tasks

Targeted Probe & Educate (TPE)

- A recommendation was made for the portal to include a "Smart Dashboard" that displays whether messages are read or unread, eliminating the need for users to sift through individual emails when going through the TPE process.
- Members shared that while it is stressful to go through TPE, they appreciate the assistance that they receive from the CGS team.
- A suggestion was made to provide education on documenting what providers observe, including emotional needs, and linking those needs to the plan of care to clearly show how the team's interventions support what the patient and family are experiencing.

- Another suggestion was made to provide training on applying audit findings when working with providers, using a 'Train the Trainer' approach. Additionally, members expressed interest in having a Medical Director participate in TPE offerings, and they requested more detailed explanations within the TPE process.
- Participants expressed interest and willingness to join a POE AG education panel to discuss common challenges encountered during TPE and share strategies they have found helpful throughout the TPE process.
- POE recommended that attendees review the presentation from June 25th on Painting the Picture, as it covers some of the suggested topics.

KEEP, START, or CHANGE Roundtable

- **myCGS**
 - Attendees collectively agree that the myCGS portal is superior to other MAC's portals.
- **Greenmail** ([myCGS User Manual - Admin](https://www.cgsmedicare.com/mycgs/mycgs_user_manual_admin.html#admin_main) [https://www.cgsmedicare.com/mycgs/mycgs_user_manual_admin.html#admin_main])
 - Members requested notification emails informing them whether the outcome is favorable or unfavorable. They also expressed interest in receiving an email when payment has been issued.
 - Another suggestion was made to improve the topic labels and to highlight or bold the messages for easier visibility when accessing them.
 - The group was reminded that while all feedback is appreciated, there are financial limitations that may prevent or delay certain upgrades to the myCGS portal.
- **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) (https://cgsmedicare.com/parta/mycgs/terms.html). Those who are in violation will be contacted via email for awareness and potential termination.
- **Website**
 - The general consensus for the group is that the CGS website is the preferred website over all other MAC's sites.
- **Provider Contact Center**
 - Members shared that they always have a good experience when they call the customer service team.
- **Education**
 - There were no education suggestions provided.
- **IVR**
 - No feedback was provided regarding the IVR.

Suggested Topics

There were no pre-submitted topics.

Future Tasks

Review of Upcoming Educational 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
- 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) (<https://www.cgsmedicare.com/hhh/pubs/reviews.html>)



CGS Data Analysis

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

January - December 2026

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-26	121,345	16,780	13.83%	113,961	10,221	8.97%	235,306	27,001	11.47%
Feb-26	115,135	16,213	14.08%	110,618	9,954	9.00%	225,753	26,167	11.59%
Mar-26	129,551	13,979	10.79%	114,329	8,635	7.55%	243,880	22,614	9.27%
Apr-26	123,219	20,825	16.90%	113,055	10,732	9.49%	236,274	31,557	13.36%
May-26	116,523	22,366	19.19%	111,978	12,452	11.12%	228,501	34,818	15.24%
Total	605,773	90,163	14.88%	563,941	51,994	9.22%	1,169,714	142,157	12.15%

Hospice Claim Submission Error (CSE) Data: January 2026–February 2026

[Reason Code Search and Resolution Tool \(cgsmedicare.com\)](#)

Rank	Reason Code	Billing Error	# Of Errors
#1	37402	Hospice sequential billing error	6,751
#2	38200	Duplicate Claim	6,046
#3	U5106	NOE falls within current hospice election	4,524
#4	U5181	Occ code 27 required when cert date falls within DOS	2,565
#5	U5194	Hospice claim rec'd for untimely NOE & OSC 77 is missing or invalid	2,284

Hospice Medical Review (MR) Denial Data: January 2026–February 2026

[Hospice Top Medical Denial Reason Codes \(cgsmedicare.com\)](#)

Rank	Reason Code	Denial Reason	# Of Denials
#1	5PM01	Terminal prognosis not supported	133
#2	5PX06	Notice of election is invalid	101
#3	56900	Medical records not received/not received timely	23
#4	5PC01	Physician narrative missing/invalid	7
#5	5PC02	Certification missing	5

OPEN DISCUSSION

- Members were thanked for inviting CGS to their conferences. The group was also informed that there will be no MAC Summit for CGS this year, and that CGS Part B representatives will be present at the upcoming NPCC conference. There was also discussion about the possibility of a virtual FAQ Alliance conference.”

CGS ADVISORY GROUP NEXT MEETING DATE

Tuesday, October 20, 2026 – Combined Home Health & Hospice meeting