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 15, 2025

Facilitator: Ariel Taylor, Sr. Provider Relations Representative & Angela French, Sr. Provider Relations Representative

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) 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)
      » POE offered a CVENT/calendar of events demo to display how previous POE AG recommendations were incorporated.
      » Members expressed their appreciation for the online education provided by POE and the Q&A feature in the CVENT platform to ask questions during both recorded and live sessions but would prefer a more streamlined platform when accessing the webinars on the day of the events.

Current Tasks

Targeted Probe & Educate (TPE)

- Concerns were raised about the clarity of the denial decision explanations and recommended more specificity for better understanding.

- A member stated that they were receiving denials related to COPs vs. requirements and they were advised by MR that those denials were overturned with a sister company but were not denials in CGS.

- A question was raised about denials based on lack of decline in old charts vs. new charts after education and they were advised by MR that Medical Review only reviews the charts billed 45 days from the education sessions. CGS MR is not currently reviewing Post Pay claims, which is the situation you would see an older chart reviewed.

- Another member questioned if they were allowed to ask about specific records/issues during the education sessions. MR advised that they can ask about specific claims and/or denials. If you have a specific question regarding a claim decision while on TPE you can always email the TPE mailbox, or if you would like it addressed in your education session, please send the information prior to the meeting (so there is time to investigate the specific issue/decision to be added). Also, you can always request an intraprobe education amid your TPE round(s) if you have questions on a denial(s), when requesting intraprobe education be specific to the issue and supply only DCN's in question (Please note -- never send PHI into the TPE mailbox).

- A member shared that they have had awesome responses for intraprobe requests and post probe education. They also stated that the education has become more specific and a huge improvement.

- A member stated that they are seeing Additional Documentation Requests (ADR's) pass through and paid, but the claim needs to be adjusted. The claim then goes back into ADR status location (SB6001), but it has already been reviewed. The question was, how to avoid getting it reviewed again, or 56900'd. MR advised that Medical Review could see it is a duplicate record when they investigate the claim history. However, please always email TPE to advise that the claim has already been reviewed and that an adjustment was required and made in the system, so that MR can release this claim as a duplicate. This will be dropped out of the TPE stats, so always let MR know because the 56900 can be autogenerated, if not.

- AG reminded to email to the Medical Review TPE Mailbox for specific questions concerning TPE, J15HHPROBEANDEDUCATION@CGSADMIN.COM.

KEEP, START, or CHANGE Roundtable

- **myCGS:** A member suggested that an on-demand chat feature is added to the portal when checking claim status. The feature would allow providers to submit questions and get an immediate response, which would avoid a call to customer service.

- **Greenmail** (myCGS User Manual - Admin [https://www.cgsmedicare.com/mycgs/mycgs_user_manual_admin.html#admin_main]): No feedback.

- **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). Those in violation will be contacted via email for awareness and termination.

  - 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 like the website but expressed that the information provided can sometimes be a little overwhelming.

- **Provider Contact Center:** No feedback.

- **Education:** No feedback from the group.

- **IVR:** No feedback. POE staff reminded group as of February 28, 2025, eligibility information is no longer obtainable via the Interactive Voice Response (IVR) system per R12858OTN | CMS (https://www.cms.gov/medicare/regulations-guidance/transmittals/2024-transmittals/r12858otn). Education has been ongoing since late 2024 and will continue to ensure provider awareness.

Suggested Topics

- The RAC contractor changed for J15 from Performant to Cotiviti GOV Services LLC. Additional details can be found via the CMS site on the following link: https://www.cms.gov/data-research/monitoring-programs/medicare-fee-service-compliance-programs/medicare-fee-service-recovery-audit-program.
- Please join CGS as we provide a webinar session that will introduce Cotiviti to Region 5 Home Health and Hospice providers. Register via the following link: https://events.teams.microsoft.com/event/4e302674-76a8-422c-950c-c86234c511b7@d560165e-85d7-436f-a978-c588cf12ebe1.

Future Tasks

Review of Upcoming Educational Material

- Monthly Welcome Week for New Providers will continue.
- Hospice Focus Topics – Call for suggestions from the group
  - 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
- 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.

January - December 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%
Mar-25	128,268	24,985	19.48%	108,784	11,966	11.00%	237,052	36,951	15.59%
Apr-25	126,288	18,530	14.67%	108,396	10,514	9.70%	234,684	29,044	12.38%
May-25	116,755	20,169	17.27%	106,070	9,903	9.34%	222,825	30,072	13.50%
Total	607,827	106,801	17.57%	537,401	57,947	10.78%	1,145,228	164,748	14.39%

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

Reason Code Search and Resolution Tool (https://www.cgsmedicare.com/medicare_dynamic/j15/j15hhh_reasoncodes/j15hhh_reasoncodes.aspx)

Rank	Reason Code	Billing Error	# Of Errors
#1	37402	Hospice sequential Billing Error	9,701
#2	U5106	NOE falls within current hospice election	4,422
#3	U5065	The MBI eff or end date is not within the DOS submitted on the claim	3,794
#4	U5181	Occ code 27 required when cert date falls within DOS	2,511
#5	38200	Duplicate claim	2,496

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

Hospice Top Medical Denial Reason Codes (https://www.cgsmedicare.com/hhh/medreview/hos_drc.html)

Rank	Reason Code	Denial Reason	# Of Denials
#1	5PM01	Terminal prognosis not supported	439
#2	5PX06	Notice of election is invalid	248
#3	56900	Medical records not received/not received timely	34
#4	5PC08	Face-to-Face Encounter invalid	23
#5	5PX07	The notice of election statement form for this beneficiary was not received as requested.	21

OPEN DISCUSSION

- Members were advised that the reason codes are currently being updated to be more specific.
- Please note that CMS has identified a fraud scheme targeting Medicare providers and suppliers. Scammers are impersonating CMS and sending phishing fax requests for medical records and documentation, falsely claiming to be part of a Medicare audit. For more information, please review the following link: https://cgsmedicare.com/hhh/pubs/news/2025/06/cope181130.html.

CGS ADVISORY GROUP NEXT MEETING DATE

October 14, 2025 – Combined Home Health and Hospice (Microsoft Teams)