

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: December 6, 2016

Facilitator: Nykesha Scales, CGS Senior Provider Relations Representative

Attendees: 13 association representatives

AGENDA ITEMS

Education Topics for Group Feedback on Education Needs

- Access to the Fiscal Intermediary Standard System (FISS) Direct Data Entry (DDE) Discussion, <http://www.cgsmedicare.com/hhh/pubs/news/2016/1116/cope1131.html> – Group was advised of the status of recertification efforts to get those providers who were deactivated access to the FISS/DDE system again. Group was asked to help remind providers and members about the importance of keeping their access to FISS/DDE active and to be conscious of the annual recertification process. One group member recommended an online FISS/DDE status inquiry tool. After checking with EDI, this suggestion is being researched for possible implementation.
- SE1633: Exceptions for Late Hospice Notices of Election Delayed by Medicare Systems, <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE1633.pdf> – The group discussed SE1633 in great detail and Nykesha asked the group for their suggestions concerning educational efforts. Advisory group members reviewed proposed Web page revisions and offered valuable feedback that were used to update the following pages: Submitting Claims for Untimely Notices of Election (NOEs), http://www.cgsmedicare.com/hhh/education/materials/submitting_claims_untimely_noes.html and Requesting an Exception for an Untimely NOE, http://www.cgsmedicare.com/hhh/education/materials/submitting_claims_untimely_noes.html. Concerns regarding the character spacing in the remarks field were addressed and information regarding remarks has been added to both of the mentioned Web page. One group member informed of the correct date of the revised exception process based on CMS information is November 16, 2016, which was also added to the associated Web pages.
- SE1628: Documentation Requirements for the Hospice Physician Certification/Recertification, <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE1628.pdf>.- Please share with physicians. Everything needed on a complete written certification is included with explanations and guidance. Examples of physician narratives are given to assist physicians in writing their own narrative statements.

- SE1631: Sample Hospice Notice of Election Statement, <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE1631.pdf> - This MLN Matters article was revised to clarify this information is for the Hospice Election Statement and not the notice of election. Explicit information is provided to ensure providers do not have inappropriate wording on their individual Hospice Election Statements. A draft sample of a Medicare Hospice Election Statement is included.
- MM9590: New Condition Code to Use When Hospice Recertification Is Untimely and Correction to Hospice Processing Problems, <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM9590.pdf> - The group was asked if they felt providers were aware of this new condition code and if additional education was necessary. All group members believed providers were well informed.
- Computer Telephony Integration (CTI) System, <http://www.cgsmedicare.com/hhh/pubs/news/2016/0616/cope33330.html>
 - o CTI Job Aid, http://www.cgsmedicare.com/hhh/cs/cti_jobaid_hhh.pdf - The group was informed that CTI went live October 6, 2016, and helps to streamline the providers' call into the Provider Contact Center by requesting information prior to a representative answering the call to better facilitate the transaction. Resources such as a CTI Job Aid and User Manual are available for providers who are encountering difficulties using CTI.

CGS Website Updates (<http://www.cgsmedicare.com/hhh/index.html>)

The group was notified of the following updates to the CGS website.

Appeals

- o **Updated:** Appeals Overview Web page, <http://www.cgsmedicare.com/hhh/appeals/overview.html> - Page updated to provide information regarding redetermination requests via myCGS and to correct URL to the CMS Level 4: Appeals Council Review Web page.
- o **Updated:** Submitting Redetermination Requests Web page, http://www.cgsmedicare.com/hhh/appeals/submitting_redetermination_requests.html - Information concerning esMD and redetermination requests submissions added. Additionally, the "Medicare HHH Jurisdiction 15 Redetermination Request Form" was updated to include the various submission options.

Claims

- o **Updated:** Fiscal Intermediary Standard System Claims Processing Issues Web page, http://www.cgsmedicare.com/hhh/claims/FISS_Claims_Processing_Issues.html - Group members informed of latest claim processing issues and reminded of how to find information concerning such issues on the FISS Claims Processing Issues Web page.
- o **Updated:** Billing Vaccination Claims
 - > Billing Individual Influenza and Pneumococcal Pneumonia Vaccines, <http://www.cgsmedicare.com/hhh/education/materials/biippv.html>
 - > Roster Billing for Mass Influenza and Pneumococcal Pneumonia Vaccines Web page, <http://www.cgsmedicare.com/hhh/education/materials/rbmippv.html>

- Influenza Vaccines and Hospice Web page, http://www.cgsmedicare.com/hhh/education/materials/influenza_vaccines_and_hospice.html - All of these resources were updated in light of CR9052, which informs that hospice providers may submit claims for vaccines with dates of service on and after October 1, 2016. Instructions for such services have been added to these resources.
- Financial
 - o **Updated:** Hospice Payment Rates Web page, http://www.cgsmedicare.com/hhh/claims/fees/hospice_rates.html - This Web page was updated based on the 2017 Final Rule and CR9729.
 - o **Updated:** Credit Balance Report (Form CMS-838) Web page, <http://www.cgsmedicare.com/hhh/financial/CMS-588.html> – All available credit balance report submission methods, as well as tips for completing the report, now reflected on this Web page.
- Medical Review
 - o **Updated:** Hospice Top Medical Review Denial Reason Codes Web page, http://www.cgsmedicare.com/hhh/medreview/hos_denial_reasons.html – Web page updated to reflect the most recent quarterly data.
- Medicare Secondary Payer (MSP)
 - o **Updated:** MSP Online Tool, <http://www.cgsmedicare.com/hhh/coverage/MSPTool.html>
 - o **Updated:** MSP Billing and Adjustments Quick Resource Tool (QRT), http://www.cgsmedicare.com/hhh/education/materials/pdf/MSP_Billing.pdf
 - o **Updated:** Submitting MSP Claims and Adjustments Web page, http://www.cgsmedicare.com/hhh/education/materials/Submitting_MSP.html – MSP resources updated to included information regarding MSP claim and adjustment requirements for DDE submissions.
- myCGS
 - o **New:** Multi-Factor Authentication (MFA) Enhancement Article, <http://www.cgsmedicare.com/articles/cope842.html>
 - o **Updated:** myCGS User Manual (Chapter 1), <http://www.cgsmedicare.com/pdf/mycgs/chapter1.pdf> – AG members informed of added security feature available within myCGS user options. This tool will offer an authentication code to be sent to a user's cell phone via text or email address. This is an optional feature and instructions regarding MFA have been added to Chapter 1 of the myCGS User Manual.
- Additional Resources
 - o **Updated:** Frequently Asked Questions (FAQs), <http://www.cgsmedicare.com/hhh/education/faqs/index.html> – POE has completed their quarterly review of all FAQs and made the necessary updates based on updated regulations and guidance.
 - Comprehensive Error Rate Testing (CERT) Program FAQs #4 & #6, http://www.cgsmedicare.com/hhh/education/faqs/cert_faqs.html – Answers to questions #4 and #6 on the CERT FAQs Web page were updated to change the CERT Documentation Contractor information based on recent CMS instruction.

- o **Updated:** Success with Medical Record Requests Quick Resource Tool, http://www.cgsmedicare.com/hhh/education/materials/pdf/success_mr_requests.pdf
- CERT Document Contractor (CDC) fax number and address updated based on CMS instruction.
- o **Updated:** Social Security Number Removal Initiative, <http://www.cgsmedicare.com/articles/cope723.html> – Members informed a banner has been added to CGS Web pages to keep providers informed of SSN removal initiative which is set to be complete by April 2019. The banner offers links to CMS dedicated pages advising of phases and process of the initiative.

Updated: Video Education: CMS Provider Minute Videos, <http://www.cgsmedicare.com/hhh/education/video.html> – CMS Provider Minute Videos have been linked to the CGS Video Education Web page to offer additional resources for the provider community.

Upcoming CGS Education Events

- Future education events are posted to the “Calendar of Events Home Health & Hospice Education” Web page, <http://www.cgsmedicare.com/hhh/education/Education.html> – Group reminded to stay tuned to the calendar of event for upcoming education and asked to let CGS POE staff members know if they need speakers for their events.

CGS Data Analysis

- Claim submission data, Claim Submission Errors (CSEs) and Top Medical Review Denial Data were distributed to the group and reviewed.

Next CGS Advisory Group Meeting

- The next Hospice POE AG meeting is scheduled for March 28, 2017, from 9:30-11:30 a.m. (Central Time).