

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: December 12, 2023

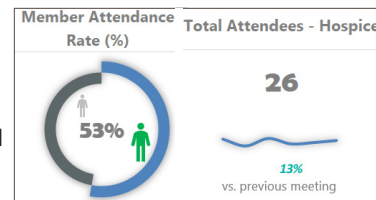
Facilitator: Nykesha Scales, CGS Provider Outreach & Education Manager

Attendees: 26 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 (updating after 2024 Membership Drive), meeting dates, past minutes
- 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 and utilization of new internal POE AG Dashboard to monitor key elements including attendance and engagement.
- Ariel Taylor welcomed as CGS J15 Home Health & Hospice Sr. Provider Relations Representative.



Current Tasks

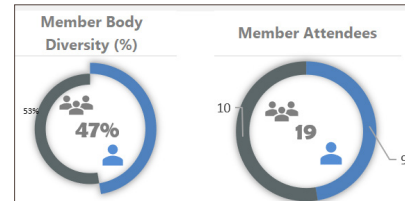
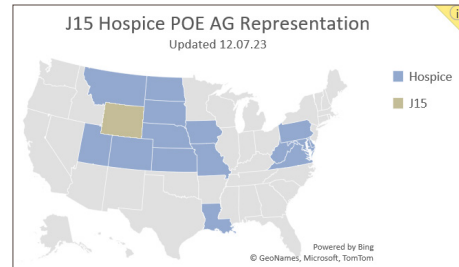
Physician Billing

- No update after additional request by CGS to CMS for feedback. Dr. Sandler (CGS) met with hospice team at CMS and is awaiting response. Dr. Sandler looked at data within CGS Jurisdiction 15 and noted some providers bill E&M for hospice stays but remained inconsistent on when it's billed.

Current Member Form Completion and 2024 Membership Drive

- Will be releasing article in upcoming January newsletter soliciting feedback and new members – open from January 18th to February 1st – hoping for more individual providers and greater representation of rural areas of J15

- Items from Member Discussion:
 - CGS provided feedback that states in tan J15 designation are ones without current individual representation and those gaps are targeted for closure with upcoming 2024 Membership Drive.
 - CGS provided information from internal dashboard to show member body diversity (National/State Associations and Large Chain vs Individual State Representatives Membership) and the goal to increase the Individual State Representatives in the coming year with up to three individual representatives for each state. Any interested individuals please contact J15_HHH_Education@cgsadmin.com or through the upcoming Membership Drive as new inquiries will be processed at that time.



State Represented	Rep Type		National		State		Grand Total
	Large Chain Group	Assoc	Assoc	State	Assoc	Grand Total	
Colorado	1					1	1
Delaware	1			2		3	3
Iowa	1				1	2	2
Kansas				1	2	3	3
Louisiana	1			1		2	2
Maryland				3		3	3
Missouri	2			2		4	4
Montana	1					1	1
Nebraska					1	1	1
North Dakota				1		1	1
Pennsylvania				3		3	3
South Dakota				1	1	2	2
Utah				1	1	2	2
Virginia				1	1	2	2
Washington, D.C.				1		1	1
West Virginia				1	1	2	2
Grand Total	7	2		16	8	33	33

International Classification and Function (ICF) Usage

Member discussed inconsistencies in medical review practices with LCDs interpretation between MACs and would like to request discussion in the coming year to help clarify.

Medical Eligibility Standards Review

Member discussed dementia documentation and would like to request discussion in the coming year to review Adept tool.

Targeted Probe & Educate (TPE)

Open discussion was presented for feedback on targeted probe and educate process and questions. Members voiced appreciation for the intra-probe process and collaboration during review but that post-review communication has been challenging. Providers have been waiting for results of review and have had difficulty getting clarification on status and results. CGS Medical Review Director advised HH group of significant staffing changes that have impacted the processors and results letters, however departmental changes alongside staffing changes are permitting issues to be caught up and needs addressed for a more efficient workflow in the coming year. This was shared with the Hospice group as well. TPE process and new CMS directives are currently under review, but edits are up and representatives will continue to help with any questions. Currently CGS is pulling decreased workloads to help reduce burden and will reach out to providers if any needs arise in their specific TPE process.

- Topics Discussed:
 - Navigation of CGSMedicare site for TPE Elements
 - Submitting ADRs for Multiple Claims
 - Error Rate Calculation—There was a question about the sequestration that is being researched. The answer will be shared with the group when available.

CGS Webinar Platform Changes

Earlier this year, webinar platform changed for better participant engagement. Members reminded that participants would need to register and then will be able to add events to their calendars via <https://web.cvent.com/event/a64b8e73-c925-4e3f-a190-8d61ecdd86f8/regProcessStep1>. CGS advised participation is lower on the HHH side than with previous platform and reminded members it's part of their requirements as members to attend educational forums and provide feedback. Some members reported going back to view events after event date as an on-demand option instead of the scheduled time, which is not currently a

measured in attendance. Members also reported frustration in accessing the new platform as they find it confusing and difficult to navigate, would like to see education specific to platform navigation, utilization, and integrating calendar. Members recommended removing requirement for PTAN entry as some do not have a specific number to enter. Members reminded that participants can register if they don't have a PTAN or NPI by simply enter zeroes in these fields to gain access.

MLN6922507 - Medicare Payment Systems

(<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/html/medicare-payment-systems.html#Hospice>)

- Starting May 1, 2024, physicians who certify hospice services must be enrolled in Medicare or validly opted-out.
- Members requested educational focus for smaller hospices to confirm whether managing employees includes contracted medical directors.

NEW Process for 56900 Reopening Requests

(<https://www.cgsmedicare.com/hhh/pubs/news/2023/08/cope143630.html>)

General discussion on the reopening process was had with POE AG members encouraged to share in dissemination of information to appropriate parties.

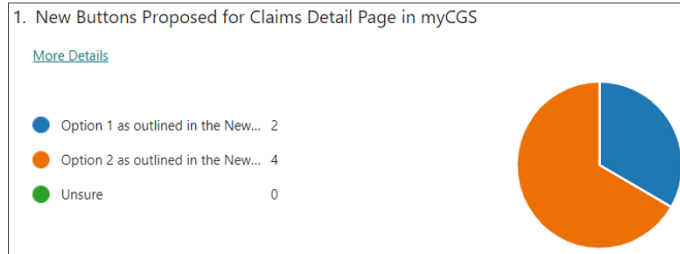
Other Topics Discussed

- FY 2024 Hospice Wage Index and Payment Rate Update and Hospice Quality Reporting Requirements - Pub. 2023-08-02 (<https://www.cms.gov/medicare/medicare-fee-service-payment/hospice/hospice-regulations-and-notices/1041017703/cms-1787-f>)
- January 2024 Release "Dark Days" (<https://cgsmedicare.com/hhh/pubs/news/2023/11/cope147320.html>)
- Combined Home Health and Hospice POE AG Meeting for October 15th, 2024.

KEEP, START, or CHANGE Roundtable

myCGS:

- myCGS Focus Group Refresh coming in 2024. Interested parties would be asked to periodically review the portal refresh material and possibly meet to discuss the look and feel of the refresh. Please email J15_HHH_Education@cgsadmin.com subject line "2024 myCGS Focus Group" to request involvement. AG members were requested to provide feedback concerning view of buttons within the myCGS Claims Detail Page. Six responders indicated a majority selection of option two and this information was shared with appropriate internal CGS departments. One AG member expressed concerns about the portal being down weekends, quite frequently. This feedback was shared with the portal team for research. When possible, notification of scheduled portal outages on the weekends will be sent in advance.



Website:

- Members encouraged to continue utilizing CGSMedicare.com and providing feedback via website surveys to identify areas of opportunity for enhancement.

Call Center:

- No feedback received.

Education:

- Mental health additional guidance will be provided for HHH in the upcoming year per member requests regarding recent CMS directives.

- Hospice Benefit Policy Manual Updates Related to the Addition of Marriage and Family Therapists (MFTs) or Mental Health Counselors (MHCs) to the Hospice Interdisciplinary Team (<https://www.hhs.gov/guidance/document/hospice-benefit-policy-manual-updates-related-addition-marriage-and-family-therapists-0>)
- R12400BP.pdf (<https://www.hhs.gov/guidance/sites/default/files/hhs-guidance-documents/R12400BP.pdf>)

Future Tasks

Review of Upcoming Educational Material

Group reminded to register for and attend upcoming forums and encourage other staff as well.

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

Customer Experience Survey

- Group reminded to take advantage of surveys when visiting our webpage and/or utilizing resources.
- Survey responses at the end of webinars are very low; group members expressed they are suffering from survey overload but will do better. Suggestion made to only offer certificate of attendance if survey is completed, also add link and QR code to slide that discusses survey.

myCGS Portal Enhancements

Still working on strategy to increase new users and utilization. Latest enhancements include the new reopening process.

CGS Data Analysis

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

CGS ADVISORY GROUP NEXT MEETING DATE

March 12, 2024 — Hospice (via Microsoft Teams)