III. UPCOMING EDUCATIONAL OPPORTUNITIES

Nina provided the POE AG members with the upcoming webinars through March. Nina asked if any of the POE AG members had attended a LiveLine Plus and if they had any feedback. None of the POE AG members had attended a LiveLine Plus at that time. Nina asked the POE AG members if they had any suggestions or feedback regarding the previous, upcoming or potential new webinars. A POE AG member indicated their staff had attended and have raved about some but also indicated that others went too long. Nina provided an update for webinars beginning in April will be for 1½ hour time frames.

The POE AG members were provided with a slide regarding the upcoming National and State outreach. The POE staff will be attending. A POE AG member asked if there will be representation at the National Home Infusion Association (NHIA) and Nina informed that there would be representation on behalf of Jurisdiction B CGS.

The POE AG members were presented with a Jurisdiction B Conferences – Mary Ellen brought up the Comprehensive last year in Indy and really liked. Rachel regarding Mega, WI and MI is close together.

- Nina asked the POE AG members to review Mega vs. Comprehensive topics – a POE AG member indicated that the Comprehensive schedule looked good. Another POE AG member suggested that we keep the orthoses and prostheses track but suggested we remove glucose if any we need to eliminate a topic. A suggestion was to look into the glucose errors that are based on National Mail Order (NMO) suppliers versus pharmacies to determine the need to educate. Stacie added that the NMO suppliers are not in the top errors but that it is the local pharmacies for modifier and over-utilization issues. A POE AG member indicated that she has worked with Stacie and mentioned that the pharmacy is always going to be an ongoing battle due to turnover of staff. She indicated they always attend these types of workshops. Stacie also mentioned for nebulizers the errors are with the drugs and less with the nebulizers. A POE AG member asked about the CBIC being present and whether necessary. Nina mentioned that the conferences are in competitive bid areas which are why the CBIC was a suggested session.
IV.  WEBSITE AND WEBSITE SURVEY

John Kelly provided background information regarding the Foresee satisfaction survey and websites. He mentioned the decline in the satisfaction surveys for Jurisdiction B. Participation in the satisfaction survey which is a CMS requirement is significantly lower. The Jurisdiction C website was the #1 contractor among all 12 MACs in 2016, with an average satisfaction is 79 points. The Jurisdiction C website satisfaction points went up based on improvements as a result of the feedback and suggestions from the Jurisdiction C Council and POE AG. CGS uses the Foresee data to improve identity. At this time Jurisdiction B has roughly 100 surveys completed since July and the satisfaction score is not to par. We need 300 surveys to gauge actual satisfaction. Completing the survey drives future enhancements to aid the supplier community. We launched a new survey model on January 3rd that is shorter, clearer and more concise. Based on the results and comments we continue to use this feedback to improve the website. The Provider Outreach and Education department provided a CGS website webinar on January 18, 2017 but attendance was low. John suggests continuing these types of education. We know that myCGS has some improvements and we continue to add functionality to allow for suppliers to submit documentation. We continue to work on development and improvement based on supplier feedback. John asked the POE AG members to encourage their members to complete the survey every month; this is important due to improvements being made. If the survey is completed monthly CGS can monitor whether the improvements being made are meeting the supplier needs. This also allows us to obtain the 300 required surveys and can get a full view regarding satisfaction. John noted confusion from suppliers completing the survey based on the myCGS vs the CGS website. When completing the survey please keep in mind if you are providing feedback on one or the other. When suppliers complete the survey members are encouraged to provide details about their website and myCGS web portal experience to help us understand how to improve. We need information that is complete regarding what specifically is like or missing and what is needed, more specificity. John asked suppliers to use the narrative field and provide as much feedback as possible and leave a valid email address. This allows us an opportunity to reach back out to the supplier if needed. John suggested the POE AG provide Terri with information regarding the website.

V.  WEBSITE ENHANCEMENTS

• Nina reminded the POE AG members that the MR Wizard tool is up and available for use. The MR Wizard provides specific feedback as to why a claim was denied based on a clinical medical review for claims reviewed on or after November 1, 2016. A POE AG member stated that they have been using the MR Wizard tool and really like it.
• Ed Knapp provided an update on the CGS Connect program. This is a voluntary program for Jurisdiction B suppliers to have an opportunity to have their documentation reviewed prior to claim submission for specific HCPCS codes. At this time the policies and HCPCS codes applicable for clinical review is limited to Urological Supplies (A4353), PAP (E0601), Oxygen and Oxygen Equipment (E1390), Manual Wheelchairs (K0004), and Hospital Beds and Accessories (E0260/E0394/E0301/E0303/E0912). Once the review has been completed a letter will be mailed up to 10 – 15 days after submission but often the reviewer will call suppliers.
• Ed Knapp provided the POE AG members with an update on the CGS Reconnect program that start Fall 2016. CGS will run data reports on nonresponders and take that information and contact the supplier. Education is provided to assist and remind suppliers of the importance to respond to documentation timely.
• Ed Knapp provided the POE AG members with information regarding the CGS AESOP program that was implemented the first quarter of 2017. This program is a CGS initiated program where suppliers are contacted based on the widespread prepayment reviews and data. If the supplier meets a certain threshold a call will be made to the supplier with an educational opportunity being offered. Once the education is received and they pass they are removed from the audit for a year.
• Nina reminded that POE AG members that the CGS Go Mobile App is now available for Jurisdiction B suppliers. The Go Mobile App provides easy access to the policies, policy articles, Dear Physician letters, and fee schedules. It also allows suppliers to send the Dear Physician letters to their referral sources from the App. A POE AG member indicated that her sales team uses it while working in the field and it has been helpful.

VI.  OPEN DISCUSSION

Nina asked the POE AG members if they had any additional questions or suggestions.
• A POE AG member stated that during the call she downloaded the CGS Go Mobile App and didn’t realize how great it was and is very excited to use it.
• A POE AG member indicated that some issues with dealing with the website are getting familiar and used to it. The member suggested that some of those survey results are due to change and getting used to change. The member asked if we could have a specific letter geared toward beneficiaries
regarding Medicare coverage. John mentioned we do have a beneficiary section on our website and suggested suppliers to look at that. The medical directors were not interested in drafting a Dear Beneficiary letter at this time.

• Another POE AG member agreed with the previous member regarding the website. The member asked if CGS could put in writing the information showing the differences John mentioned so they could send to their memberships, state associations, etc. CGS indicated that they would look into this request.

• John mentioned that CGS plans to increase information regarding the website survey.

• A POE AG member indicated that they don’t use Connex due to their size but utilize myCGS and asked if we are looking to add feature to allow suppliers to submit documentation through the portal. John mentioned that this is a feature CGS is looking to add at this time. It is built and being tested but during tested found some issues regarding volume control therefore work continues.

• A POE AG member asked if CGS is looking to be able to store the documentation sent via myCGS so that it can be maintained for at least 30 days. John reminded the workgroup that he doesn’t work with the myCGS portal and is not aware of the status but will look into it to add to the minutes. Updated Information: The myCGS team indicated that they are investigating the potential of retaining documentation.

VII. NEXT MEETING DATE – SUGGEST MAY 17, 2017 1:00 – 3:00 P.M.

The POE AG members agreed that the current day of the week and time works well for majority and that February would be the best month to conduct the next meeting. February 22, 2017 from 1:00 p.m. to 3:00 p.m. ET was tentatively scheduled for the next POE Advisory meeting.

Meeting Adjourned at 2:10 p.m. ET