I. Membership Update

Terri announced that as of February 2018, Amanda Pavelich left her position with Option Care so she was replaced by Cyndi Manriquez. Cyndi introduced herself as the Reimbursement Supervisor with Option Care and expressed her excitement in joining the POE AG.

II. MR FAQs

Jon Bergey/CGS advised that we are looking for ways to organize frequently asked questions (FAQs) on the website. The FAQs are currently listed alphabetically. Jon mentioned that one option is to break them down into a long list of FAQs. This would still be organized alphabetically, but would make the list more granular. This would involve a lot of pages as well as a lot of topics.

Another possible approach would be to group the FAQs together in broader categories and subcategories. This would provide all information on a given topic on the same page; however it may be more difficult to find a specific question.

- A POE AG member asked if there was any data on which FAQs are used more than others. Jon stated yes there is data and we can review to see which FAQs are driving the most traffic. He added that myCGS has been one of the more popular ones.

- A POE AG member advised that she uses the FAQ frequently, especially if something is not addressed in the policy or policy article. They like when the FAQs are specific to a particular topic.

- A POE AG member asked if it’s possible to leave the FAQ as is, but have a plus sign to expand a category.

Jon thanked everyone for their comments and suggestions and advised he will take the information back to the web team.

III. TARGETED PROBE AND EDUCATE (TPE)

Terri first shared with the group the list of policies that are currently being reviewed in JB through the TPE program. These policies include: Continuous Positive Airway Pressure (CPAP), Knee Orthoses, Manual Wheelchairs, Nebulizer Drugs, Oxygen, Spinal Orthoses, Surgical Dressings and Urological Supplies. Terri made note that this may change as CGS will...
continue to do data analysis to determine if additional policies will be added.

Terri shared a TPE flow chart with the group that was developed by CMS and available on their website. The chart shows the steps to help suppliers understand the program. She advised the group that they can find more valuable resources and read more about the TPE program by visiting the CGS TPE page (https://www.cgsmedicare.com/jb/mr/tpe.html) and the CMS TPE page (https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicare-FFS-Compliance-Programs/Medical-Review/Targeted-Probe-and-EducateTPE.html).

Terri asked the POE AG members who had been through the TPE program their opinion of the process.
- A POE AG member advised they are going through TPE with JA but have not had to do so with JB as of yet.
- A POE AG member advised they had been through TPE with JB and it was a very easy and smooth process. Their nurse case manager, Lisa, was awesome.

Terri reminded the group that even if their company had not been chosen for the program, CMS continues to add policies and they may be chosen in the future.
- A POE AG member asked if JB is focusing on the first month’s rental. Ed Knapp/CGS confirmed that CGS is focusing on the first month at this time.

IV. FORESEE WEBSITE SURVEY/SCORES

Terri advised that for the 1st quarter of 2018, JB had a total of 220 ForeSee Website Satisfaction surveys completed, 71 of which came from POE AG members. Our satisfaction score has improved to a 67 point average from 66 in the previous quarter. Terri thanked everyone for completing the surveys and gave a special thanks to Tonja Adams, Carolyn Basford and Missy Cross for completing five or more surveys in the first quarter.

Terri reminded the group of the membership requirement implemented in January of 2018 that each POE AG member is responsible to complete a minimum of two surveys each quarter. Four members did not complete this requirement for the first quarter and Terri will reach out individually to help ensure this requirement is met. Terri advised there is a direct link (https://survey.foreseeresults.com/survey/display?cid=wsU0tp0khBZxlUgcpcMxA==&sid=browse-cgs-dme_b-en) available to complete the survey which is included at the beginning of each listserv message so there is not a reason that each member cannot fulfill the requirement.

V. 2018 WORKSHOPS

Terri advised that registration for the 2018 JB workshops opened on March 21st. The first workshop is in Lake Elmo, MN on May 23rd and we are already 65% full. The rest of the workshops include: Ann Arbor, MI on July 11th, Lexington, KY on August 8th, and Milwaukee, WI on September 12th.

She advised we are able to accommodate up to 75 people per workshop. We will continue to advertise and ask for your assistance to get the word out. POE AG members may attend for free and may attend more than one workshop. Additional staff would need to pay.

Terri added that we do have A/B MAC reps committed to attending each of the JB workshops. We have received notification that the CBIC will not be attending as there is no news regarding the next competitive bid round and they have no updates.

VI. NEW MEDICARE CARDS

Terri provided the CMS “New Card Mailing Schedule” to the group. This is the schedule CMS provided to advise on when the new Medicare cards containing the Medicare Beneficiary Identifier (MBI) will be mailed. The schedule provided has changed slightly with a new CMS listserv that was just published. Newly eligible beneficiaries will begin receiving cards this month (April). States listed in wave 1 (DE, DC, MD, PA, VA and WV) and wave 2 (AK, American Samoa, CA, Guam, HI, Northern Mariana Islands and OR) will have their new cards mailed in May and June. All other waves, which would include the remainder of the United States and territories, will have their new cards mailed after June.

Terri advised that beginning this month through the end of the transition period; we will return the same information to you that you submit to CGS in regards to eligibility transactions. If you submit the transaction with a HICN (270 request), we will return the HICN on the response (271 response). If you submit with the MBI, we will return the MBI. Beginning January 2020 you will need the MBI for a valid eligibility response.

- A POE AG member asked if they would need to get the MBI directly from the beneficiary. Terri advised the DME MACs have a plan in place to assist suppliers obtain the MBI and we are going to talk about it next.

Terri stated that beginning in June 2018, the MBI Look-up tool will be available through myCGS. Noridian will also have a tool that will be available through their portal. To use the portal to look up the MBI, you will need the beneficiary’s first and last name, date of birth, and social security number. CMS has also provided a way for Medicare beneficiaries to obtain their MBI if they are uncomfortable giving out their social security number.
Beneficiaries may go to [http://www.medicare.gov](http://www.medicare.gov) and they will be able to look up their new MBI.

Terri stressed that the transition period for the new Medicare card began April 2018 and will run through December 2019. Suppliers may use either the HICN or the MBI during this period. As of January 1, 2020 the transition period ends and the MBI must be used.

- A POE AG member asked about the mailing schedule of the new cards. They asked if CMS has already assigned MBIs to beneficiaries and the cards just haven’t been mailed yet. Terri stated she will follow-up on this question and send the answer out to the group. **UPDATE:** The following response was emailed to the group on April 12th; “Beneficiaries will receive their MBI when they receive their new Medicare cards in accordance with the mailing schedule. It is a possibility that CMS could have an MBI assigned to an individual prior to their receiving their new card but they will officially be notified they have an MBI when they receive the new card.”

Terri advised that CMS will post all new information in regards to this project to their website at: [https://www.cms.gov/Medicare/New-Medicare-Card/index.html](https://www.cms.gov/Medicare/New-Medicare-Card/index.html). They also have Open Door Forums and you can access materials from past meetings at: [https://www.cms.gov/Medicare/New-Medicare-Card/Open-Door-Forums.html](https://www.cms.gov/Medicare/New-Medicare-Card/Open-Door-Forums.html).

Lastly, Terri mentioned that CGS will continue to do monthly webinars on the New Medicare Card Project. There is one scheduled for April 13th and one scheduled for May 30th. We will also include education regarding this topic in all our workshops and association meetings moving forward.

### VIII. UPCOMING EDUCATIONAL OPPORTUNITIES

Terri provided a list of upcoming webinars ([https://www.cgsmedicare.com/jb/education/webinars.html](https://www.cgsmedicare.com/jb/education/webinars.html)), including policy specific and general webinars scheduled for the next few weeks. The webinars are for all suppliers as the education is across the board. JB also has some National and State outreach coming up, including the following:

- National Home Infusion Association (NHIA) from April 22-26, 2018 in Phoenix, AZ
- Michigan HomeCare & Hospice Association (MHHA) from April 25-27, 2018 in Grand Rapids, MI
- Midwest Association for Medical Equipment Services (MAMES) from April 25-27, 2018 in Des Moines, IA

### IX. OPEN DISCUSSION

Terri asked the group if there were any topics to discuss for our open discussion segment and no one replied. Terri asked the group if they had any comments or general feedback they would like to share.

- A POE AG member advised they completed the MSI survey and confirmed it didn’t take long, maybe five to ten minutes. They said they had no issues as it was very easy and self explanatory.
- A POE AG member commented that myCGS has been working very well and speed has increased. They stated the portal has gotten a lot better.

### X. NEXT MEETING

Terri advised the next two POE AG meetings are scheduled for July and October. The 3rd Quarter Meeting is scheduled for July 25th from 2-4 p.m. EST, and the 4th Quarter Meeting is scheduled for October 23rd from 2-4 p.m. EST.

Terri stated that Outlook invites were sent to all members to ensure the meetings were on their calendars and she will also send out a reminder email a few weeks ahead of each meeting. She asked that if any member is unable to attend, we request they send someone in their place.