Meeting date and time:
September 14, 2016 1:00 p.m. – 3:00 p.m. ET
Facilitator: Nina Gregory
CGS Representatives: Nina Gregory and Charity Bright
CMS Representatives: N/A
Advisory Group Members: Barb Crosby, Barb Stockert, Beverly Powell, Carolyn Basford, Cindy Folk, Deb Owen, Debbie Roberts, Justin Offord, Kathleen Murzyn, Ken Noth, Keri Harden, Marianne Buehler, Mary Ellen Spradlin, Melissa Tomaszewski, Missy Cross (Monica Poulson), Pamela Tilbury, Pat Schmitter, Paula Koenig, Rachel Ewell, Rose Schafhauser, Terri Warren, Tonia Burrell, Tonja Adams, and Valerie Sell

AGENDA

I. Roll Call
II. JB Transition Update
III. Status of POE AG Suggestions Received
IV. Education Suggestions
V. Review JB Workshop Material
VI. Open Discussion
VII. Next Meeting Date

ROLL CALL
Nina welcomed the group and conducted roll call. Attendees are noted at the beginning of the meeting minutes.

II. JB TRANSITION UPDATE
Nina advised the POE AG that transition took place on 7/1/16 with a few hiccups that have either been resolved or are being worked on now. Nina informed that the three JB POE Community Coaches are Nina Gregory, Charity Bright and Stacie McMichel, all who transitioned over from NGS therefore they still have familiar faces. Information regarding the upcoming webinars and educational events was provided to the workgroup. Nina reminded POE AG to check the calendar of events on the website to stay abreast of upcoming education.

A POE AG member mentioned issues with the Multi-Factor Authentication (MFA) process when using the IVR. The email authentication process is working but when using the telephone the system hangs up prior to receiving the code to enter. Nina and Charity stated they would take this issue back to CGS for further review.

Another POE AG member mentioned issues with myCGS and switching from one provider number to another after logged in. The system recognizes the new supplier name but does not change the PTAN number. Nina and Charity stated they would take this issue back to CGS for further review.

III. STATUS OF POE ADVISORY GROUP SUGGESTIONS RECEIVED
Nina advised there were two open education items that were suggested by the group at the May meeting. The first was a request for an article to physicians over how to read oximetry testing, dispensing orders and detailed written orders. Due to transition, Nina asked the POE AG who suggested the articles and if they had more information regarding what they were requesting. None of the POE AG members knew who suggested the idea or had more information.

The second educational suggestion was for more education regarding Enteral Therapy or a specific Inotropic Therapy webinar. Nina informed the POE AG a webinar for Enteral Nutrition was scheduled for October 14th and to make sure to sign up for the educational event.

IV. EDUCATION SUGGESTIONS
Nina asked the group if anyone had any further education suggestions for POE and if so, what format would they like to see the education conducted.

• A POE AG member requested to have the notification process for future webinars in a collaborative format such as the power point slide presented to the POE AG in the beginning of the meeting.
• A POE AG member requested to have individual listserv messages sent for the educational events with the webinar topic in the subject field of the listserv message. It was suggested that this would make notification and filtering listserv messages more manageable.

Nina advised POE will discuss and consider these suggestions for future education.
V. REVIEW JB WORKSHOP MATERIAL

Nina and Charity presented the POE AG with power point presentations over; ACA/Standard Documentation Language, Repairs and Replacements, Therapeutic Shoes for Persons with Diabetes, Nebulizers and myCGS and Medicare Updates. These topics are topics that will be presented at the JB October 19th Workshop. The POE AG members reviewed the presentations with Nina and Charity providing feedback on each to better enhance the material to be provided.

VI. OPEN DISCUSSION

Nina asked the POE AG members if they had any additional questions or suggestions.

• A POE AG member asked if there were any updates regarding the Administrative Law Judge (ALJ) cases. Nina informed the POE AG members that the DME MACs and CMS have been reviewing the policy and standard documentation language to revise language and remove potential errors. Charity expressed to the POE AG the importance and priority the appeals backlog is to CMS and the DME MACs.

• Another POE AG member asked about the status regarding the Jurisdiction B council questions for non-assigned claims. Charity stated the DME MACs did receive those questions and are working together to put together a FAQ for publication.

VII. NEXT MEETING DATE

Nina asked the POE AG members if the new time for the meeting worked for majority of the members. The members voiced agreement with the new time from 1:00 p.m. to 3:00 p.m. ET. Nina informed the group that the next meeting date is Wednesday, November 16, 2016 from 1:00 p.m. to 3:00 p.m. ET.

Meeting Adjourned 3:00 p.m. ET