AGENDA

I. Roll Call
II. Status of POE AG Suggestions Received
III. Webinars
IV. Workshop Suggestions
V. CGS Website and Foresee Survey
VI. Articles/Education Tools
VII. Resources/Upcoming Resources
VIII. Open Discussion
IX. Next Meeting Date

A POE AG member asked if a joint webinar on non-assigned claims will take place in December. Charity informed the POE AG members of the upcoming joint DME MAC webinar scheduled for December 14, 2016.

Another POE AG member indicated that they would like to see higher level information instead of the same basic introduction level courses. She wasn’t exactly sure how POE can provide that level of information. Nina asked if adding documentation examples, picture or scenarios would be an example of this type of education. The members agreed that this would be helpful.

A POE AG member stated they recently attended a Noridian webinar that provided top issues and denials. The presenter covered what’s happening within the company and medical reviews. An example provided was for Therapeutic Shoes for Persons with Diabetes and denials based on the certifying physician. It was suggested that CGS provide more specific information like this in future webinars.

Charity suggested presented the webinars in a three part series. The first webinar covering basic information, then documentation and coverage and then lastly errors and corrections. The members agreed this would be helpful as long as each webinar session was less than an hour in length.

Nina asked if anyone had attended the previous Surgical Dressing directed specifically for foam and alginate dressings. A couple members indicated they had attended and agreed this type of specific webinars would be helpful. They stated more POE can pinpoint the guidance the more beneficial the webinars would be for suppliers.

Nina informed the members CGS is conducting some upcoming collaborative DME MAC webinars in December. Charity added that the Joint DME MAC Assignment of Benefits Webinar will be held on December 14th. Stacie stated the CERT Task Force Webinar to be conducted on December 7th will cover the top CERT errors.

Nina asked the members if they believed the advertisement and listserve messages marketed the webinars appropriately. A POE AG member stated that the website shows the webinar to be presented but when selected, the site takes you straight to register. The members would prefer to get a synopsis prior to registration.
IV. WORKSHOP SUGGESTIONS

- Nina asked the members if any had attended the JB Indianapolis Workshop on October 19th. A POE AG member stated she attended the workshop and said attendance was good and overall the information was good pertaining to all suppliers. Another POE AG member suggested for future workshops CGS could specialize based on general themes such as; Respiratory, O&P, mobility, etc.

- Nina asked if anyone had additional suggestions on locations for future workshops. Charity suggested a few locations Jurisdiction B had conducted workshops. POE AG members agreed that Madison, WI, Michigan and Ohio would be good locations as well as locations along the boarders between states. Nina asked if the national suppliers would like to see locations within both Jurisdiction B and Jurisdiction C. A POE AG member agreed it would be helpful to have joint workshops.

V. CGS WEBSITE AND FORESEE SURVEY

- Nina asked the POE AG members if they had any positive or negative feedback about the myCGS website. Several members voiced more training over the CGS website would be appreciated. The members stated they are continuing to struggle with the website and where to located information. Nina informed the POE AG members that an update to the website to include a section titled “Policy Education” would be added under the Education section. John stated the Policy Education tab was scheduled to go live on November 16th.

- A POE AG member stated a webinar showing the differences from the previous NGS website to the CGS website and where to find the similar items would be appreciated.

- Nina asked the POE AG members for suggestions on how to increase the foresee survey results and participation. A POE AG member stated they haven’t been completing the foresee survey due to not being familiar with the website. John mentioned the website survey has some future changes. One change will be the format and the survey will be shorter per CMS request for contractors to being a new survey model beginning in 2017. Currently suppliers have the ability to indicate which part of the survey is being conducted, the website versus the CGS web portal.

VI. ARTICLES/EDUCATION TOOLS

- Nina asked the POE AG members for article and additional educational tool suggestions. A POE AG member requested an article specifically directed toward beneficiary coverage while in a SNF/NF. Another POE AG member agreed this type of article would be beneficial. One POE AG member requested an article on how to bill for oxygen when the beneficiary doesn’t qualify or billing to the secondary payer. This type of article had previously been published but CMS and the medical directors had it rescinded. Charity indicated we could take this topic/suggestion back to the medical directors.

VII. RESOURCES/UPCOMING RESOURCES

- Nina mentioned the new Jurisdiction B Facebook and Twitter page asking if the POE AG members were utilizing these resources and whether they liked them or had suggestions. A POE AG member that uses these applications likes them. Another member asked how often information is published to these sites. John and Charity informed the members that CGS publishes information at least every other day.

- Nina mentioned that medical review has noticed a large number of documentation being faxed or mailed to the wrong Jurisdiction. A POE AG member stated that Noridian also has separate fax numbers and addresses but hasn’t had the same kind of issues. One POE AG member indicated that since CGS and NGS are so close in name that this could have caused some of the confusion. Another POE AG member requested the Jurisdiction be added to the resources and additional documentation request (ADR) letters to reduce confusion. Stacie informed the members that the previous Jurisdiction B contractor wouldn’t split an overpayment/appeal but CGS does and has two separate appeals addresses. Stacie asked if this is causing confusion and how to help? A POE AG member indicated it is very confusion and asked what should be sent to an overpayment appeal. Stacie stated the same documentation. On an overpayment appeal a demand letter is received and the supplier is appealing the demand. A POE AG member asked if there is a way to do this via the website. Members were told at this time suppliers cannot use the myCGS web portal to submit the documentation; therefore there is no way to submit via the website or a separate web portal. Charity mentioned suppliers can utilize esMD.

- Nina told the POE AG member that the MR Wizard would be available for Jurisdiction B suppliers. John stated the MR Wizard it to go live on Monday, November 21st. One POE AG member agreed they love this tool and has found it to be the most useful tool in the industry. John added that suppliers will see one new update for suppliers to be able to see the ADR status as of Monday, November 21, 2016.

- Nina informed the POE AG members that the CGS Connect Program will also be available to Jurisdiction B suppliers. The members stated they were looking forward to this tool and had utilized the previous contractor’s similar process. One POE AG member asked if CGS will provide 1X1 education
with the suppliers based on issues noted during the CGS Connect Program similar to NAS. Mia Gott agreed POE will be looking into conducting some more specific pointed education that takes place through the Community Coach program. Charity informed the members that on the CGS Jurisdiction B page under Education, Community Coach Tab you can then request that education under the JB email address.

• Nina provided the members information on the CGS Go Mobile App currently only available for Jurisdiction C. An App is to be rolled out to Jurisdiction B sometime down the road. Until then suppliers can use the Jurisdiction C Go Mobile App to access the local coverage determinations and Dear Physician Letters. John mentioned there are currently over 2000 Jurisdiction C suppliers utilizing the App. John stated the App can be used to email the Dear Physician Letters to a referral/provider resource via direct communication. A POE AG member indicated they uploaded the App during the meeting liked the App even with limited use.

VIII. OPEN DISCUSSION

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

• John addressed the webinar synopsis suggestion stating that if the webinar is viewed via the calendar of events suppliers have the ability to see what each of the event is about and what to expect.

• Ed provided information regarding the AESOP program that will be rolled out to the Jurisdiction B suppliers analyzing data based on complex reviews. Suppliers with a moderate to high error rate and provide education with those suppliers based on their specific documentation. This education would occur on a quarterly basis until the supplier is removed. Once removed the supplier will be removed for up to a year.

• One POE AG member informed the group that the CGS Go Mobile App had an issue with the LCD and Policy Articles attached. John said he would take this issue back to the tech team.

• A POE AG member having issues with tertiary billing has not been able to find anything on the CGS website on how to submit a claim. The member had found the claim must be sent via paper and on red with other requirements but there is no place to find this information. Mia asked if the member had a copy of the 1500 claim form. The member stated they had sent in black and white but due to needing to be in a specific format the claim was rejected. Another member agreed they had the same issue. The members requested some type of education or instruction regarding how or what is all required to submit this type of claim. Stacie stated the instructions that are available instruct suppliers to obtain the form from the government printing services so the contractors systems can read the form.

• A couple of POE AG members mentioned that they were having issues with the myCGS web portal. These issues were sent to CGS and taken back to the tech team but the members were reminded by John to make sure to use the myCGS user manual for issues initially.

IX NEXT MEETING DATE

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 2:30 p.m. ET