

ADVISORY GROUP MEETING MINUTES

Meeting date and time: April 28, 2021, 1:00 - 2:00 p.m. ET

Facilitator: Denise Winsock, JB POE Sr. Analyst

CGS Representatives: Cheryl Haynes, Tracy Sessoms, Stacie McMichel, Kathryn Torro, Teresa Camfield, Maurdel Wilson

Advisory Group Members: Missy Cross, Paula Koenig, Rose Schafhauser, Kathleen Murzyn, Valerie Sell, Jera Sitton, Pamela Tilbury, Lori Zander

Agenda

- I. Welcome and Introductions
- II. What's New
- III. myCGS Updates
- IV. CGS Website Updates
- V. POE Educational Activities
- VI. Feedback and Suggestions
- VII. 2021 Meeting Dates

I. Welcome and Introductions

Denise welcomed the group and made introductions.

II. What's New

- a. Sequestration Suspension
 - » <https://www.cgsmedicare.com/jb/pubs/news/2021/04/cope21659.html>
- b. CR Modifier/COVID-19 Education
 - » There have been no recent updates as to when the non-enforcement will end, and there is no additional information regarding continued coverage after the end of the public health emergency (PHE). Denise reminded all to append the CR modifier and COVID-19 in the narrative field if the claim is affected by the PHE.
- c. The Best Way to Submit Redetermination and Reopening Requests: the DME myCGS Portal (<https://www.cgsmedicare.com/jc/pubs/news/2021/04/cope21598.html>)
- d. New Widespread Post-Pay Service Specific Review Announcement
 - » Surgical Dressing: **A6196, A6212, and A6210**
 - » Manual Wheelchairs: **K0001 - K0004**
 - » Ostomy: **A4431, A4434, A5081, and A5122**

III. myCGS Updates

Jonathan Bergey provided information on the newest enhancement to myCGS in which Post-Pay Additional Documentation Request (ADR) letters are now available.

Tracy Sessoms mentioned that the systems support team is working on a revamp of the registration process for designated approvers. They are also trying to simplify, while keep secure, the end user registration process. Tracy mentioned that the members of the myCGS Advisory Group provided great feedback, and she asked for continued feedback on the myCGS website from the supplier community. Denise stated a suggestion was brought up in the past meeting to have the beneficiary address available in myCGS, and Tracy stated it is on the list of enhancements.

Valerie asked if post-pay reviews are conducted on multiple claims, and Kathryn advised that they are single claims selected randomly.

IV. CGS Website Updates

Denise reviewed the following recent website updates:

Electronic Mailing List

- The "Listserv" name is being changed to "Electronic Mailing List" to simplify its meaning.

National DME MAC Education

- Denise pointed out that CGS and Noridian collaborated to create this page and the content within to provide consistent education for the supplier community. It highlights any new cobranded or collaborative education from CGS and Noridian.
- **Reference:** <https://www.cgsmedicare.com/jb/education/national.html>

Program Manager Articles

- Denise pointed out that this section includes a series of articles from the DME MAC Program Managers with Jurisdictions A, B, C, and D. The articles provide information on how all DME MACs collaborate to improve services.
- **Reference:** <https://www.cgsmedicare.com/jb/pubs/pm/index.html>

Customer Experience Enhancement Updates

- The group was advised to continue giving their feedback, as it impacts all current and future enhancements to the website and myCGS. More information on what has recently been updated can be found on a designated webpage.
- **Reference:** https://www.cgsmedicare.com/jb/pubs/enhancements/cust_enhancement_updates.html

Quarterly Reports: Post-Pay, Service Specific Reviews

- Past suggestions of having quarterly reports available are now available.
- **Reference:** https://www.cgsmedicare.com/jb/mr/post_payment_reviews.html

V. POE Educational Activities

Denise provided information about the upcoming Ask the Contractor Teleconference (ACT) for What's New and Hot Topics on May

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25, 2021. A list of Encore Webinar recordings is available in the Education section of the website. Denise also advised that CGS is utilizing a new survey. It is published in two ways: via QR code and URL. This new survey replaces the MSI survey and helps CGS to obtain significantly more feedback from the supplier.

The following Information about collaborations with other contractors was provided:

- Therapeutic Shoes for Persons with Diabetes
 - Noridian – May 26th
 - A/B MAC – June 29th

VI. Feedback and Suggestions

- Missy asked if we could delve deeper in the roles of the nurse practitioner when it comes to therapeutic shoes. Kathryn advised that new FAQs will be published in the very near future, and the FAQs are very detailed.
- A half day virtual workshop would work best for all suppliers.
- Live Line PLUS should be less slides and more Q&A. Also, include more documentation examples (medical records). The consensus was that the coverage criteria does not need to be reviewed, but including examples of top denials would be very helpful.
- Paula asked if a chart or article could be developed to assist skilled nursing facilities in determining whether an item can or cannot be covered by a DME MAC. Denise advised that the CGS website has a consolidated billing chart, but Paula states that these facilities need more detailed information. Teresa stated she will develop a chart or article and send to the group for feedback.
- Paula asked if the RAC can downcode claims, as they have seen this occur. Stacie asked Paula to send examples for further research.

VII. 2021 Meeting Dates

The meeting was adjourned, and future meeting dates shared:

- July 15, 2021
- December 8, 2021
- December 8, 2021