

ADVISORY GROUP MEETING MINUTES

Meeting Date and Time: February 8, 2023, 2:00 p.m. ET

Facilitator: Kathryn Torro, JB POE Sr. Analyst

CGS Representatives: Jonathan Bergey, Tausha Duncan, Jerry Holt, Rachel Sinclair

Advisory Group Members: Andrea Hansen, Tonia Burrell Pace, Valarie Sell, Rose Schafhauser, Mary Ellen Spradlin, Pamela Tilbury, Melissa Tomaszewski, Tonya Wilson, Lori Zander

Agenda

- I. Welcome & Introductions
- II. What's New
- III. myCGS Web Portal Updates
- IV. CGS Website Updates
- V. POE Educational Activities
- VI. Feedback & Suggestions
- VII. Proposed 2023 Meeting Dates
- VIII. Open Discussion

I. Welcome and Introductions

Kathryn welcomed the group and went over the purpose of the meeting.

Kathryn announced that Dr. Stacey Brennan has officially retired, and Dr. Sunil Lalla has been appointed the leading Chief Medical Officer for Jurisdiction B DME MAC.

Kathryn announced that Mandy Hall will join the Jurisdiction B DME POE team as a Senior Provider Relations Analyst effective February 27th and will be the community coach for the state of Illinois. Mandy brings 16 years of Medicare experience in claims processing and redeterminations.

II. What's New

Kathryn reviewed recent updates

- a. January 2023 HCPCS Updates
 - » Effective January 1, 2023
 - » Updates regarding Continuous Glucose Monitors (CGMs) and Supplies
 - i. Cross-walked HCPCS Codes:
 - K0553 cross-walked to A4239
 - K0554 cross-walked to E2103
 - ii. Added HCPCS Codes
 - A4239: Supply allowance for non-adjunctive, non-implanted continuous glucose monitor (CGM), includes all supplies and accessories, 1 month supply = 1 unit of service.

- E2103: Non-adjunctive, non-implanted continuous glucose monitor or receiver.
- iii. HCPCS Codes with description/verbiage changes
 - A4238: Supply allowance for adjunctive, non-implanted continuous glucose monitor (CGM), includes all supplies and accessories, 1 month supply = 1 unit of service.
 - E2102: Adjunctive, non-implanted continuous glucose monitor or receiver.
 - iv. HCPCS Codes with coverage and description/verbiage changes (**Coverage changed from invalid for Medicare to non-covered by Medicare statute**)
 - A9276: Sensor; invasive (e.g., subcutaneous), disposable, for use with non-durable medical equipment interstitial continuous glucose monitoring system, one unit = 1 day supply
 - A9277: Transmitter; external, for use with non-durable medical equipment interstitial continuous glucose monitoring system
 - A9278: Receiver (monitor); external, for use with non-durable medical equipment interstitial continuous glucose monitoring system

Kathryn asked for feedback on how CGS should educate on the January 2023 HCPCS updates.

Andrea stated the news article is sufficient.

Kathryn asked if the article should be posted on the JB landing page under "recent news" in the future.

Both Andrea and Tonia agreed.

Kathryn asked if anyone pays attention to the banner. For future HCPCS updates CGS can create banners for this as well.

Pamela and Tonia agree to create banner, place article under "recent news" as well as "news and publications."

- b. New HCPCS Codes Face-to-Face & Written Order Prior to Delivery
 - » Effective April 17, 2023 <https://www.cgsmedicare.com/jb/pubs/news/2023/01/cope134093.html>
 - i. Includes ten new items for required Face-to-Face & Written Orders Prior to Delivery
 - Ankle Foot Orthosis: L1932, L1940, L1951, L1960, L1970
 - Knee Orthosis: L1843, L2002, L2036
 - Lumbar-Sacral Orthosis: L0631, L0637
- c. Oxygen "New Modifiers"
 - » Effective January 1, 2023
 - » Implementation April 2023 HCPCS code release
 - i. Include three new modifiers required for Group I,

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Group II, or Group III

- N1: LCD Group I, NCD Section B. Group I Oxygen Coverage Criteria Met.
- N2: LCD Group II, NCD Section B. Group II Oxygen Coverage Criteria Met.
- N3: LCD Group III, NCD Section D. Group III Oxygen Coverage Criteria Met.

- The new "N" modifiers will take the place of the "KX" modifier
- Continue to use the KX modifier until the LCD and Policy article is released
 - January 10, 2023, Joint DME MAC Publication <https://www.cgsmedicare.com/jb/pubs/news/2023/01/cope133600.html>

III. myCGS Web Portal Updates

Jonathan Bergey reviewed the updates and improvements to the myCGS web portal:

- Version 7.3.5, 7.3.6, 7.3.7 (Improvements)
 - » Beneficiary information now includes:
 - Beneficiary's full address
 - Beneficiary's Part B Immunosuppressant Drug (Part B – ID) benefit
 - Updated hospice information
 - Includes revocation codes of hospice episodes
 - Will display "no record" if no data is found for any eligibility field
 - Updated SNF/Hospital screen
 - » Shows all SNF/Hospital stays found within a 16-month span, one year prior to and four months after the date of service entered in the search
 - » Alert message on the "log in" screen, displays a message before logging in
 - » Beneficiary data is now retained from the MBI Lookup Tool
- Version 7.3.8 (Upcoming Changes)
 - » Ability for users to unsuspend themselves
 - Instead of calling the Provider Contact Center (PCC)
 - » Prior Authorization
 - Will include current status of the request
 - Received
 - Pending
 - Affirmed
 - Non-affirmed
 - Rejected
 - Ability for users to view Prior Authorization receipt within minutes (rather than days)
 - Addition of "User ID" and name to ADR, ADMC, and Prior Authorization coversheets
 - Will allow to use the portal for curable errors
 - Same/Similar Search
 - Easier to use "search" and "exit" buttons

Valarie appreciates the option of going back and forth without having to reenter information.

Mary Ellen said her team is excited about the MBI update and the beneficiary address information.

Pamela's team is excited as well.

Andrea commented she is happy about the "direct user contact" and this will be extremely helpful.

IV. Website Updates

Rachel Sinclair provided a live demonstration of the new website search engine

- New Website Search Engine
 - » Ability for users to input a word or phrase into the search engine on the website's home page
 - Search by relevance or by date
 - Option to choose a category for search engine results
 - Web pages
 - News
 - FAQs
 - PDF
 - Video

Rachel requested POE AG members to remind suppliers to provide feedback and leave their email address so CGS can respond.

Valarie has used the new features for the search engine, and she likes the improvements, stating it saved her a lot of time.

Rachel suggested including this in future presentations. Kathryn and Rachel will work on advertising.

V. POE Educational Activities

Kathryn provided information about the upcoming in-person events and collaborative webinars:

- Upcoming In-Person Events
 - » CGS IMPACT Conference
 - » Where: Nashville, TN
 - » When: February 27-28, 2023
 - Presented by CGS DME and J15 Provider Outreach & Education
 - Looking for speakers and exhibitors
 - Currently at capacity for attendees
 - » Louisville, KY Mega Workshop
 - » Where: Louisville, KY
 - » When: March 14, 2023
 - All day event to include thirteen unique sessions <https://www.cgsmedicare.com/jb/education/workshops.html>
- Provider Outreach & Education Workshop Schedule
 - » JB/JC Workshop plan 2023 (Tentative)
 - Frisco, TX
 - Ft. Lauderdale, FL
 - Oklahoma City, OK

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- iv. Milwaukee, WI
- v. Charlotte, NC
- vi. Indianapolis, IN
- vii. Traverse City, MI
- viii. Schaumburg, IL
- ix. Nashville, TN
- x. Columbus, OH
- c. Provider Outreach & Education Activities
 - » Ask-the-Contractor Teleconference (ACT)
 - i. February 23, 2023
 - Oxygen Updates and Elimination of CMN/DIF
 - » Collaboration and National Education
 - i. February 14, 2023
 - AB/DME MAC Knee Orthoses webinar for prescribing practitioners
 - ii. February 15, 2023
 - DME MAC Collaborative Knee Orthoses webinar for suppliers
 - » Self-Service Tools
 - i. Quarter 4 2022
 - Reviewed the top twelve tools that were used during the reporting period for Quarter 4 2022
 - Kathryn advised at the IMPACT Conference and Louisville, KY Mega Workshop POE will be providing a “LIVE” demonstration of the self-service tools

Mary Ellen mentioned she appreciate that POE will be doing live presentations of the self-service tools and options.

Mary Ellen commented “Happy to see so many options for workshop”

VI. Feedback and Suggestions

Kathryn asked for any additional feedback or suggestions:

- a. 2023 Education:
 - » Topics
 - » Events
 - » Electronic Mailing
 - » Website Marketing
 - » Online Tools

(There was no additional feedback)

- b. Online Tools
 - » Kathryn provided a visual of the new “Auditing Entities Chart” https://www.cgsmedicare.com/pdf/dme/auditing_entities.pdf
 - i. Auditing entity letter will now be included with “New Supplier Welcome Letters”
 - » CGM Date of Service Calculator
 - i. The calculator has been updated to include supply allowance HCPCS codes A4238 and A4239

VII. Proposed 2023 Meeting Dates

- a. Meeting dates for 2023
 - » Members agreed to not schedule POE AG meetings around the Region B Council meetings
 - i. Members agreed to keep meetings on a Wednesday in the afternoon
 - ii. Second week month/quarter
 - Next meeting May 10, 2023, 2:00 pm ET
 - Kathryn sent out an invite “save the date” May 10, 2023, to all members

Meeting Adjourned