

# ADVISORY GROUP MEETING MINUTES

**Meeting date and time:** February 18, 2021, 2:00 - 3:00 p.m. CT

**Facilitator:** Denise Winsock, JB POE Sr. Analyst

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

**Advisory Group Members:** Tonja Adams, Kim Brummett, Leonard Coulombe, Andrea Hansen, Paula Koenig, Rose Schafhauser, Valerie Sell, Jera Sitton, Mary Ellen Spradlin, Pamela Tilbury, and Cassie Wright

## Agenda

- I. Roll Call & Purpose
- II. CGS Website Updates
- III. myCGS 7.0
- IV. POE Educational Activities
- V. CERT Update
- VI. Feedback and Suggestions
- VII. 2021 Meeting Dates

Denise welcomed everyone to the first quarter Provider Outreach and Education Advisory Group (POE AG) meeting. She introduced herself and JB POE members and reminded attendees to mute their phones.

### I. ROLL CALL & PURPOSE

The primary function of the advisory groups are to assist in the creation, implementation, and review of provider education strategies and efforts. The advisory groups provide input and feedback on training topics, provider education materials, and dates and locations of provider education workshops and events. The groups also identify relevant provider education issues and recommend effective means of information distribution to all appropriate providers and their staff. The advisory groups are used as a provider education consultant resource to assist our POE team in the planning of educational events and activities.

POE AG membership is open to representatives from state supplier associations, billing services, and all other appropriate supplier organizations and third party entities. We encourage representation from across the entire JB area from both large and small businesses and organizations.

To make it easier for all parts of the jurisdiction to express their recommendations for Medicare education, we will hold quarterly meetings and/or teleconferences to discuss the carrier's educational efforts.

### II. CGS WEBSITE UPDATES

Denise reviewed the following recent website updates:

- Competitive Bidding Program information page: <https://www.cgsmedicare.com/jb/education/cbp.html>

- States included in the jurisdiction now display at the top of the website
- Medical Review Post-Payment Reviews page: [https://www.cgsmedicare.com/jb/mr/post\\_payment\\_reviews.html](https://www.cgsmedicare.com/jb/mr/post_payment_reviews.html)
- myCGS Login Tips - MFA, Passwords, & More: <https://www.cgsmedicare.com/jb/pubs/news/2021/01/cope20338.html>
- Update to CERT information <https://www.cgsmedicare.com/jb/pubs/news/2021/01/cope20214.html>
- Webinars page – provides information and full descriptions of the types of webinars offered <https://www.cgsmedicare.com/jb/education/webinars.html>

**Clarification:** Not all website information prior to 2017 is being archived, only information that is no longer valid/outdated.

**Feedback/Suggestion:** Mary Ellen suggested to develop a section on the website to house all archived/discontinued documents.

### III. myCGS Updates

Cheryl Haynes and Tracy Sessoms shared plans for the next myCGS update. The next update will simplify password rules and offer new Multi Factor Authentication (MFA) solutions. Information will be emailed to myCGS Designated Approvers (DAs) and users, as well as posted to the website. The group discussed the best way to disseminate information, and Crissy shared that many times the DAs do not receive the listserv. Cheryl reassured her that specific emails will be sent directly to the DAs.

**Feedback/Suggestion:**

- Mary Ellen suggested to have the ability to obtain the beneficiary's address in myCGS.
- Suggestion to not change the registration process for myCGS, as it is simple and easy to complete.

### IV. POE EDUCATIONAL ACTIVITIES

Denise provided information about the upcoming Ask the Contractor Teleconference (ACT) for Medicare Updates on February 24. The Redeterminations and Reopenings Webinar will be held March 24, and it will include a clarification that suppliers must follow the appeals process by submitting supporting documentation for minor omissions and clerical errors, if the claim was originally denied as not medically necessary.

The following information about collaborations with other contractors was provided:

- National DME CERT Task Force Surgical Dressings Webinar – April 15
- A/B MACs sent "From the Desk of the Medical Director" listservs linking Caring for Medicare Patients is a Partnership MLN Fact Sheet
- Treating Practitioners and Prescribers DMEPOS Education web page created <https://www.cgsmedicare.com/jb/education/dme.html>

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## V. CERT UPDATE

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Stacie shared DMEPOS Comprehensive Error Rate Testing (CERT) information from the 2020 Medicare Fee-for-Service Supplemental Improper Payment Data report, including state-specific data, top policies, and CGS actions to reduce errors.

## VI. FEEDBACK AND SUGGESTIONS

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- Pam suggested having a Consolidated Billing LiveLine PLUS webinar.
- Rose suggested adding the Oxygen CMN Chart to the Treating Practitioners and Prescribers DMEPOS Education web page.
- Cheryl requested that members submit additional suggestions for future myCGS enhancements by using the Feedback option or emailing Denise.

## VII. 2021 MEETING DATES

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The meeting was adjourned, and future meeting dates were shared:

- April 28, 2021
- July 15, 2021
- December 8, 2021