

ADVISORY GROUP MEETING MINUTES

Meeting Date and Time: February 23, 2022, 2:00 p.m. ET

Facilitator: Denise Winsock, JB POE Sr. Analyst

CGS Representatives: Rachel Sinclair, Kathryn Torro, Teresa Camfield, Maurdel Wilson, Tausha Duncan

Advisory Group Members: Tonia Burrell Pace, Monica Poulson, Andrea Hansen, Paula Koenig, Kathleen Murzyn, Rose Schafhauser, Valarie Sell, Jera Sittin, Mary Ellen Spradlin, Pamela Tilbury, Melissa Tomaszewski, Cassie Wright

Agenda

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

I. Welcome and Introductions

Denise welcomed the group and made introductions.

II. What's New

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.
- Denise also mentioned that we have no direction from CMS as to what will occur once the PHE ends.

Sequestration Fee Update

<https://www.cgsmedicare.com/jc/pubs/news/2022/01/cope24619a.html>

- The sequestration has been suspended until March 31, 2022.
- The 1% payment adjustment will occur from April 1 through June 30 of this year.
- The 2% payment adjustment will begin July 1, 2022.

Accreditation Edits

- Denise provided information on the CMS edits in place if a supplier is not properly accredited. She reviewed the following edits that will appear on the remittance advice
- CO-185 – “The rendering provider is not eligible to perform the

service billed”

- N790 – “Provider/supplier not accredited for product/service”
- N369 – “Alert: Although this claim has been processed, it is deficient according to state legislation/regulation”
- Denise advised the group to contact an approved organization to get accredited. If they believe the message is incorrect, review enrollment to ensure the accreditation information is up to date. Also, suppliers should contact the National Supplier Clearinghouse (NSC) for help changing your enrollment record.
- If they believe their record is correct, ask the approved organization to check their records.

Face-to-Face Encounter Requirements

- As of April 13, 2022, there are seven non-power mobility devices (PMDs) that require a face-to-face encounter (F2F) and written order prior to delivery (WOPD), six orthoses and one osteogenesis stimulator. Forty-six PMDs are on the list as dictated by statute.
- Orthoses: L0648, L0650, L1832, L1833, L1851, L3960
- Osteogenesis Stimulator: E0748

Prior Authorization (PA) Program

Denise stated that CMS announced the selection of certain lower limb orthoses, lumbar sacral orthoses, and PMDs to be subject to required PA, beginning April 13, 2022.

Denise reviewed the following timeline:

- Power Mobility Devices (PMDs): K0800, K0801, K0802, K0806, K0807, K0808
 - Effective April 13, 2020 – Nationwide
- Orthoses (Knee Orthoses and Lumbar Sacral Orthoses): L0648, L0650, L1832, L1833, L1851
 - Effective April 13, 2022 – Phase 1
 - New York, Illinois, Florida, California
 - Effective July 12, 2022 – Phase 2
 - Maryland, Pennsylvania, New Jersey, Michigan, Ohio, Kentucky, Texas, North Carolina, Georgia, Missouri, Arizona, Washington
 - Effective October 10, 2022 – Phase 3
 - Nationwide
 - To include all remaining states and territories not included in Phase 1 or Phase 2

Comment: Paula K stated that suppliers are anxious as to when notification will be provided on when the PAs for the Power Operated Vehicles (POVs) can be submitted. Also, suppliers are obtaining all the documentation for the scooters but may not be able to deliver before the April 13th date due to the supply chain issue.

Answer: Denise stated that she will take this concern back to the Prior Authorization team and CGS will provide additional information and resources as soon as they are available.

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III. CGS Website Updates

Rachel Sinclair reviewed the following website enhancements:

- a. CGS Medicare App
- b. myCGS User Manual (updated from a PDF to an interactive HTML format)
- c. New nebulizer drug calculator – Revefenacin (Yupelri) J7667
- d. New options added to customer support call menu, including a direct line to myCGS help
- e. Updated “Forms & Checklists and “Guides & Charts” web pages to distinguish documents with different purposes

Comment: Valerie, Tonia, and Mary Ellen stated they really appreciate the new option to directly contact myCGS support. Andrea said she loves the new myCGS User Guide website, as it makes everything much easier.

IV. POE Educational Activities

Denise provided information about the new “Listen & Learn” education. She also reminded the group to complete the webinar and website surveys and to ensure their staff also completes the surveys, as surveys drive many enhancements to our education and website.

Comment:

- Andrea stated she thinks Listen and Learn is a fantastic idea. As it progresses, CGS should focus on new topics and policies with high denial rates.
- Mary Ellen stated she will be attending in the future.

Denise also shared information about the following collaborations with the A/B MAC:

- Orthotics: February 23, 2022
- Medical Documentation: May 26, 2022
- Glucose Monitors and supplies: TBD
- Respiratory: TBD

V. Feedback & Suggestions

Denise advised the group that CGS POE team has tentative plans to conduct 3 mega-workshops. The locations may be in Charlotte, NC; Louisville, KY; and Nashville, TN.

Denise solicited feedback from the group on their thoughts of workshops and other educational topics.

- Andrea asked if this is a one-day workshop.
 - Denise advised that, yes, it would only be a one-day workshop, and even that may be condensed.
- Mary Ellen stated they would love to attend but it would be too expensive.
- Melissa stated that since they are in Michigan, they would not be attending.
- Paula stated that if it is a shorter day and are able to drive, it would be okay. If it required flying, it would not be beneficial. Either do shorter days at more locations or multiple days at fewer locations. Nobody really knows what travel will look like for their companies until possibly the fall.

- Melissa stated if the location was within a 2-hour distance they, would be able to send multiple attendees.

Kathryn Torro asked the group if they would be open to a virtual two-day workshop.

- Mary Ellen advised their state associations conducted a similar workshop in which they were able to have 10 employees attend.
- Paula said virtual is more convenient, as it provides cost savings and the ability to have additional attendees.
- Paula suggested using webcams in virtual workshops to make it more interactive.

Kathryn stated we will send the suggestion to our management.

- Valarie asked if we could have education on Negative Pressure Wound Therapy (NPWT), as she is receiving many questions and experiencing issues on what documentation is required. Denise advised that CGS offers a self-paced NPWT online education course (https://www.cgsmedicare.com/jb/education/online_education.html) available 24/7.
- Paula stated that the “To the Point” training is a great concept, as it provides “bite size” information in a short timeframe.
- Paula mentioned reviewing the draft “To the Point” presentation and questioned the GW modifier in the hospice presentation. She stated the OIG report takes a much broader stance on what is hospice related.
- Denise confirmed with management that the GW modifier should be based on the relation of the diagnosis and the hospice-related condition.

VI. 2022 Meeting Dates

Denise shared the following future meeting dates and then adjourned the meeting:

- May 25, 2022
- August 31, 2022
- November 16, 2022