

ADVISORY GROUP MEETING MINUTES

Meeting date and time:

February 25, 2020 2:00 p.m. – 3:30 p.m. EST

Facilitator: Ashley DeCoteau**CGS Representatives:** Ashley DeCoteau, Stacie McMichel, Katheryn Torro, Teresa Camfield, and Shannon Toohey**CMS Representatives:** N/A**Advisory Group Members:** Tonja Adams, Carolyn Basford, Tonia Burrell Pace, Barb Crosby, Missy Cross, Melissa Hibbs, Paula Koenig, Kathleen Murzyn, Rose Schafhauser, Valarie Sell, Melissa Tomaszewski, Cassie Wright, Lori Zander

Agenda

- I. Roll Call & Purpose
- II. Website Customer Satisfaction Survey and Feedback Feature
- III. Website Updates
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- X. 2020 MAC Satisfaction Indicator (MSI) – **Coming Soon!**
- XI. Open Discussion

Ashley: Good afternoon, everyone. This is Ashley DeCoteau, I am your Jurisdiction B POE AG lead. I'm going to give everyone just another moment or so, hang tight. It looks like we have six of you on so far, I think I'm expecting at least another five or six. I know there were some conflicts today. Meanwhile, I'm going to work on making sure everyone's line is unmuted. And a couple don't have audio pins in. Let's see. We'll give it just another minute. It looks like the rest are starting to trickle in here. Alright, we'll go ahead and get started, and make sure we get everybody unmuted as they join. If any of my co-organizers wouldn't mind, keeping an eye out as people continue to join, and enter their audio pins and make sure all attendee's lines are unmuted. I would appreciate that. I'll keep an eye on it too and try to multi-task. Alright, so welcome to our first quarter 2020 Jurisdiction B Provider Outreach and Education Advisory Group, or our POE AG meeting. We should hopefully have everyone's line unmuted; except for a few that just joined. If you could, keep

your personal lines muted until you're ready to talk so that we don't hear any background noise, we'd appreciate that. If you do need to take another call, feel free to hang up and dial back in so we don't hear any hold music. So, this is what our agenda looks like. As usual, we'll start with roll call and the purpose of the POE AG. We do have Shannon who has joined, and she'll give us some new information on the customer satisfaction survey for our website and give us some website updates. We have an update on the HIGLAS transition, we'll be looking for your feedback on any additional education needed for that. We'll talk about Orders Education for the new SWO. I'll talk about some Surgical Dressings Education that we've been doing; based on your feedback; and talk about the upcoming Nashville Workshop. Shannon is going to go over our newest tool, the Advanced Modifier Engine, or AME. Then lastly, she will mention the 2020 MAC Satisfaction Indicator, or the MSI, which will be coming here soon; next week. Lastly, we will have our Open Discussion.

I. Roll Call & Purpose

Ashley: So, before we get into the purpose, I want to do a quick roll call.

Ashley takes roll call, all Advisory Group Members, listed in attendance log in beginning of transcript, acknowledged their attendance.

Ashley: So, this slide I usually include in all of our POE AG meetings. This is just a reminder of the purpose of the POE AG. The purpose here is for the POE AG members to help us by giving suggestions on our education, our webinars, in person seminars, things of that nature. It is not, however, an opportunity to get your questions answered. The normal channels for that should still be used. So, using customer service, your community coach for your particular state, and our online resources.

II. Website Customer Satisfaction Survey and Feedback Feature

Ashley: So, we'll get started with the Website Customer Satisfaction Survey. Shannon, would you like to take over from here?

Shannon: Hi everyone. So, we recently launched a new Website Customer Satisfaction Survey through a new host, you will notice that on our website, and also our portal. You can look for the pop-up when you visit cgsmedicare.com. This is a little bit different than the MSI, which we'll mention later. A direct link is available, it's kind of, just pops up for you when you're on the website. POE AG members are encouraged to take the survey whenever it appears. It runs on cookies, your computer cookies, so it should only pop up for you

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once every thirty days. This is that survey that will pop up every thirty days. It will just say share now and will present you with a couple questions to answer. So that is the one that runs on cookies. You'll also notice that behind it, on every page there is a small feedback tab, and that will be available on every page of the website, and as well as the portal it's a little different than the previous pop-up. It's just kind of there to collect your feedback about specific pages. So, if you're on the education page and find something you like about it, you can enter it there, and it's a couple less questions than the overall. As far as some website updates we've been working on, a big one that we've launched recently was the Advanced Modifier Engine tool, that launched in December of 2019. We'll talk about that a little more in depth in a little while. Our app, actually, is under construction right now. We are redesigning it and will be relaunching it with some new features down the line, but it's kind of just be a whole new look to it. We're excited for you all to see that. It should be ready within the next month or so.

III. Website Updates

Shannon: Then, for myCGS, we recently launched Claim Correction in the portal. So, that's similar to Telephone Reopenings. And then, myCGS version 5.8, where the MBI is the default Medicare ID on all screens, is coming. As well as, the Reopenings and Redeterminations feature; the electronic forms and submission feature will be available.

Ashley: Alright, thank you Shannon. With that being said, who all has tried the new AME, or Advanced Modifier Engine tool?

POE AG member: I've used it quite a bit lately.

Ashley: Good, any feedback? Do you like it?

POE AG member: I do like it. It seems to be easy to navigate, and I am able to find what I need to find.

Ashley: Okay, good. Alright, anything else?

POE AG member: Same for our organization. We really like it.

Ashley: Alright, you should be able to use this tool for any of your modifiers. If you see any issues with it, please do let me know, either on this call or shoot me an email. I'm sure they're still working out some kinks as we see them. So, please do feel free to let me know. Anyone else use the tool, or have any feedback for us?

POE AG member: We've used the tool as well and it seems to be working well.

Ashley: Alright, great, thank you. Any feedback or questions for Shannon on the myCGS updates?

POE AG member: Is the CGS Go Mobile app still functioning?

Shannon: As far as the app, that the mobile app is still functional. It's still available but we are planning to relaunch it with a different name. So, it will no longer be called CGS Go Mobile, and we'll be announcing that as soon as it's ready, hopefully soon. But yeah, it will no longer be called CGS Go Mobile once we relaunch it. And I will also say about the app, a few of its functions right now are experiencing some technical issues. That was kind of a catalyst for

why we're reworking it, and we'll have those features back up and working on the new one.

Ashley: So, for anyone that has used, what we previously called the CGS Go Mobile app, while they're working on launching the new one under a different name, is there anything you have seen with the Go Mobile app that you would have changed or any suggestions that I can pass along while they make these updates? Was anyone not aware that we had the CGS Go Mobile app? Well, if you think of anything, as always, shoot me an email. There may be a need for some marketing and making sure that everyone is aware, once we do relaunch the new app. Anything else for Shannon? Shannon do you have anything else before we move forward?

Shannon: I don't think so. Yeah, just look out for news about all this in our listservs and on our website.

Ashley: Alright, thank you.

IV. Update: HIGLAS Transition

Ashley: Next we'll move into the HIGLAS transition for JB. Effective last Friday, February 21, JB did transition from the VMS payment system, to what now is the Healthcare Integrated General Ledger Accounting System, or HIGLAS. The transition involved only our financial accounting system. The claims processing system does remain unchanged. As a part of the HIGLAS transition, CMS approved and CGS provided, a temporary reduction in the payment floor. All payments normally held on the payment floor were released early. What this means is that payments scheduled for release between February 19 and March 4, should have already been paid to you. The payment floor will be restored, and normal payment flows will resume around March 4. As a reminder, the normally scheduled payment floor is 14 days for electronic claims, and then 29 days for anyone who does still submit paper claims. You should not receive any lapse in Medicare payment, since we reduced the floor to zero to accommodate this transition of our financial accounting system. We do have some more information on the HIGLAS transition. We've provided a link here, or we do have our news page if you did not receive the listserv on that. What we're looking for here is if anyone has any comments, or if there is any confusion about the HIGLAS transition, or if you feel any additional articles or listservs are needed.

POE AG member: In the council meeting last week when they did this slide, there was a following slide that talks about a change in recouping overpayments, and that due to HIGLAS now you could pull overpayments from PTANS other than the one that was overpaid as long as they were associated with the same Tax ID. I don't know if you were going to go onto that.

Ashley: I have not included that particular slide in this presentation. Stacie, do you recall...

POE AG member: It did cause a lot of discussion for us at the meeting. Providers with a lot of PTANS especially where they terminated or closed some locations, it can be challenging to identify what the overpayment is actually for, to match back to a claim. Roc said you were going to try to get some examples and

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share some information. But just for this group it is something that could be confusing, and hopefully we can see that additional, some screen shots and what things will look like, or give us better guidelines on how to find out what that recoupment is actually for, especially since it may not be the same PTAN that shows up.

Ashley: Right, and making that determination as far as which PTAN is associated with that overpayment. Stacie, I'm not sure if you're on the line at this point. I know that was something that from the JB council that we were going to bring back.

Stacie: I'm still here. Not at this moment. Roc did send out a communication to Outreach and we are working on it. That's all I have today.

Ashley: What I can do is, thank you for bringing that up, I can share with the POE AG members once we have further information, the information that was provided on that slide, as well as the clarification that we get.

POE AG member: That would be great, thank you.

Ashley: Anything else on HIGLAS? Another thing, just on that note, I'd be sure that you are using myCGS, hopefully everyone in this group is signed up, to check for your remits corresponding to those checks to reconcile between your accounts.

Ashley: Well if anything comes up besides from what she brought up with the overpayments, let us know and we'll get an answer out to the group as soon as we hear anything more on that. And that moves us into education on orders.

V. Orders Education

Ashley: So, of course we do want to bring this up with the recent changes on the Standard Written Order. Hopefully everyone in this group is aware and in tune with those changes, but for those who are not, effective for dates of service beginning January 1st of this year and after, there's now only one type of order needed, and that is the Standard Written Order, or SWO. We have updated the Standard Doc article or the Standard Documentation Requirements Article. We are working diligently to update all of our other resources. The medical directors are working on that. We are doing our monthly documentation requirements webinar. I just did one last week on orders and CMNs. And that information on the new SWO has been included there. JB did an ACT call that was last week, it was on February 12th. And also, Dr. Hoover has put out a Medicare Minute video on the new order. Does anyone have any suggestions for us on education for the new SWO or did anyone take a look at that video or attend the ACT call? Any feedback you've got for us on the topic.

POE AG member: One of the things that would be helpful is maybe some examples as to what you would expect to see. And I think there's a general confusion, I think on both the MACs side, and the provider side, it's general versus detailed description and I think that's tripping everybody up. Because what appears to be a simplification, is one thing, but then the response from everybody is you might want to keep doing what you're doing. I think if we could

get some examples as to what you all are anticipating or expecting, I think that would be very helpful to the provider community.

Ashley: Ok, that is great feedback. And this kind of trickles over to your accessories, specifically doesn't it.

POE AG member: That and the hospital beds and wheelchairs, because again, like you know detailed description: lightweight wheelchair, heavy duty wheelchair, so if it just says wheelchair, and the patient weighs 375 pounds, I should be able to pull it out I believe it's an extra heavy duty wheelchair. And even though my script, my SWO says wheelchair for lifetime, I should be able to use that as my what was previously called the detailed written order for billing purposes, not just for dispensing purposes. I think that's what we're looking for, is guidance there, because again it's a huge change for you all and a huge change for us.

Ashley: Ok, so maybe some live documentation examples, of what would be acceptable and maybe some errors as far as what would not be acceptable on the SWO.

POE AG member: Yeah.

Ashley: Okay.

POE AG member: That would be very helpful. And you all have done a nice job of showing examples over the past several years. And I think we've all welcomed that.

Ashley: Okay. So, we just need to kind of follow suit with the new SWO and keep moving in that same direction: And see what we can get as examples kind of trickle in and what denials we see.

POE AG member: Yeah, and the other thing tied to quantity, because the SWO now says quantity is acceptable, you know we are used to quantity and frequency. So, if it says one CPAP mask then obviously it's good for one CPAP mask. You know, if it says four CPAP masks, then is that for the year, one every three months, or what are you all, if there is just something that says ten catheters, are you looking for, and it's got a refill of 12 or a duration of a year. What, or how are you going to interpret that.

Ashley: Right. I know that, thank you for bringing that up, I know that the medical directors have been working very closely with CMS, to get some clarification on these because we have had that same question of course for the order, as far as quantity and frequency. Like with your accessories, maybe your mask, your PAP accessories for example, does it need quantity, does it need frequency, and I believe, and Stacie, maybe you can recall for sure, that at this point we're saying we need to know how many the physician is ordering to be dispensed, so is the order for one every three months, and I know there's some confusion there because that kind of ties into your frequency, not just the quantity. Stacie, do you have any clarification?

Stacie: I don't, I was going to say I think the question is still out, and that's one of the things we are still waiting on to see what our education should be when it comes to questioning the frequency, where we would expect to find it. How that could be indicated on the order and we have, and I think the medical directors have encouraged suppliers to keep their process as it is. While we have

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reduced the elements on the standard written order, we still expect that the elements that are not there to be supported, and the only other way to do that through the medical record, but we don't have clear cut clarification just yet to publish anything.

POE AG member: And Stacie, one thing I might want to add there is I'm looking at what I see traditionally for like a CPAP setup, no titration was done, so it's just based on a PSG. If I go back to that physician's record, it's not going to say one mask every four months or replace the mask. It's not going to say anything about tubing, it's not going to say about filters, not going to say anything about water chambers. That's never found in the medical records. Usually, it's on the script and that's it. I just want to make sure there's clarification there to what our expectations are, because that opens up a whole other Pandora's box. If you are going to expect that in the medical record, because these physicians are not going to be putting that in there.

Stacie: Agree, and I think that's our take as well, which is why we're encouraging that the orders remain the same. But, you know, our hands are tied. We are working to try and make that a little bit clearer as to what is expected and then provide that education, but we totally get what you're saying, and we're on the same page.

POE AG member: We appreciate that, you all do a really good job. Again, we're all trying to prevent TPE audits, we're all trying to prevent CERT audits. So, the more clarification we get, and the sooner we can get it, and I know pushing CMS, getting CMS to put a timeline on when they're going to respond would take a miracle. But again, we need guidance.

Stacie: Absolutely, thank you.

Ashley: Thank you, Stacie. And that's a good point.

POE AG member: I was going to chime in, I was actually on a Noridian call right before this started, and for the wheelchair, they had mentioned that it was okay to have that generic description as wheelchair on the SWO, but the medical records should be able to be matched up to what is actually being billed. Again, that detail, that clarity, I think that would be helpful, that she was speaking to.

Ashley: Right, yep, and I agree with that. So, what we do, I know that they're working again, hopefully sooner than later we can get clarification from CMS. How do you feel is the best way to communicate that clarification would be? Just include it in our future education, like our webinars, a listserv, all of the above?

POE AG members: All of the above.

Ashley: Anywhere and everywhere we can put it, right?

POE AG member: The Medicare Minute was really, I was in disbelief, until I actually saw Dr. Hoover talking about it. If you could do another one of those, that would be great, too.

Ashley: I'll pass that along, once we get some clarification to see if he has any interest in another one. Which of course clarification is needed, or if anything is incorrect, that would of course need to come down anyway. So, that's a good idea.

Ashley: What else on SWO? I know this is kind of a hot topic right now.

POE AG member: I do have one thing to add. So, if it's for a rental, sometimes the hospitals, or the facility, just put one wheelchair, rental, so from a duration stand point, duration doesn't need to be on an SWO. So, would you go back to the record to determine how long that is. So, if they broke their ankle, maybe short term, and it's for COPD. Would that be deemed lifetime, in which case then we don't need to have duration on there. I'm seeking some clarification on how long is that script good for.

Ashley: So, as far as we're concerned, as far as Medicare is concerned, unless otherwise specified, we're not requiring length of need on there. We would assume it's lifetime. Now, if it's something that's more temporary basis and they specify only three months, like in your example maybe they broke ankle, then we would look for a new order after that length of need has expired.

POE AG member: Okay.

Ashley: Alright. Anything else? If so, we can always circle back around during open discussion.

VI. Surgical Dressings Education

Ashley: Next, so again, just briefly, based on some of your feedback, and some other suppliers, we have added in some education on surgical dressings. We have added this as one of our sessions for our 2020 mega workshop schedules, including the upcoming Nashville workshop, which I'll talk about here soon. We do have a webinar scheduled coming on March 6, specifically for surgical dressings, so if you do provide that, I encourage you to attend. Also, we have updated our frequently asked questions to include surgical dressings, based on some recent questions that we've had. And we did have fourth quarter collaborative webinar with Noridian and the A/B MACs. So, if anybody was able to attend that, if you have any feedback or suggestions, we would certainly appreciate that. Does anyone, specifically anyone who provides surgical dressings, have ideas for any additional education that might be needed, or the education that we've conducted recently on surgical dressings?

Ashley: It sounded like somebody was about to speak up.

Kathryn: Hi Ashley, that was Kathryn, so sorry. I figured I'd speak up.

Ashley: What do you think, Kathryn? What should we be doing?

Kathryn: Good afternoon, everybody. For surgical dressing education, we just had our, we just posted an FAQ out there. Did anyone get a chance to take a look at that?

Ashley: Well, if you haven't taken a look at the FAQ, please do and let me know if you feel like there's maybe some other common questions that should have been included and I can take that back. They do have to; our FAQs have to go through an approval process. I think usually the medical directors take a look at those. But, if there's something you feel like is missing, that absolutely should be included in the FAQs, let me know and I'll pass that along to see if we can't get that added. Good point, Kathryn. If anything comes up

and you think about anything throughout the rest of our meeting, let me know, or bring it up during open discussion.

VII. 2020 Meeting Dates

Ashley: So, our 2020 meeting dates, I know I was a little behind on getting this sent out. This is what we have as our proposed dates for our 2020 meetings. These, I've got them, I don't want to say set in stone. I've got them scheduled, but I've heard back from most of you, and other than this one I know that we don't the attendance that we normally do today. Based off some travel in March, I wanted to try to squeeze it in, in February. But if you want to let me know, if you haven't responded yet to the email I sent a few weeks back, I think it was earlier this month, I could always adjust these. So, just let me know, double check your schedules, or if there's any association things or anything like that going on at the same time, let me know, and we definitely want to reschedule. Anyone have anything on this before we move onto our next topic?

VIII. Nashville Workshop

Ashley: So, our Nashville workshop, we are doing something that we haven't done since, I don't think we've ever done this, at least not since we came from NGS. We're doing a two-day workshop. Somebody said ever, we've never done this. We've never done the two-day workshop, so we're trying it out this year. We're doing the two-day workshop on March 25th and 26th. We do have the registration and schedule available. I've put a link here for you. POE AG members do attend our workshops at no cost, but if you have any of your employees or your colleagues that are interested in attending, we are doing the early bird discount right for both days at \$125 dollars. Don't have a timeframe yet on when that's going to close, but it will go up to the regular price of \$150. So, spread the word if you know anyone who wants to attend. We will do it like we have at previous mega workshops, where you will have your choice of sessions in the afternoon, and we do the more general courses in the morning on that first day. Something we're adding on that second day are the case studies. So, I'm looking forward to those, Stacie and I will be working together on the second day on a respiratory case study. So, I'm excited about that one. We have tentative dates, sometime in June, hopefully around June 10th, we will be in Schaumburg, Illinois. I believe that's in the Chicago area, right Stacie?

Stacie: Yep.

Ashley: Then July 14, we will be in Wisconsin. We will be in Middleton, Wisconsin. Anything you want to bring up on the workshops. Is anyone excited about the two days, the case study, hopefully we get to see some of you there. Actually, with that being said, make sure that if you do plan on attending, this one or any of our workshops, once we have our JB workshop registration out there, make sure that you select to pay by check, and then shoot me an email to let me know, that way you don't get an invoice for that. Shannon, back to you to talk about AME.

IX. Advanced Modifier Engine (AME)

Shannon: We were really excited to introduce AME in 2019. I said before, it launched in December. This is our logo for it. Kathryn, feel free to jump in if you have anything to add. I know Kathryn does our lovely webinars for AME. This tool recommends modifiers to append on claim lines depending on your specific claim details, and with it, modifiers can be specified by category, HCPCS codes, scenario, or sub-scenario. The modifier will display along with various other information. It outputs billing modifiers specific to the HCPCS code and billing scenario. The benefits of AME are; that it mitigates re-work, so it promotes accuracy upon initial claim submission, and it reduces the need for you to contact the customer service center, and for telephone/fax reopenings, and appeals for modifier billing support and also corrections. And it launched on December 9th, and it was developed by and is exclusive to the CGS DME MACs Jurisdictions B and C. Here's what it looks like when you initially click on it. You can see you can enter the category, HCPCS code, scenario, and sub-scenario. And this would be the output. So, you can see on top it kind of repeats everything you've entered, and then that sub-scenario that you would use there, actually also puts them in the proper order you would submit them in on the actual claim. Then also, gives some general information, depending on what you've entered above; also, the links to the Policy Articles and LCDs.

Ashley: Alright, before we move into the MSI Survey, has anyone had a chance to try out this new tool?

Kathryn: Since I've joined, Ashley, we launched the AME webinar almost every single week since December. I just wanted to let everyone know on the call that Monday was our last week in February that we did the webinar. We do get a lot of participation and within this webinar, and going forward, we're going to be doing it once a month instead of every week of the month. So, I would be interested, Ashley, I'm not sure if anyone commented before I joined to find out if anyone from POE AG has used the tool or has tried it out.

Ashley: Kathryn, I apologize, I ended up asking that. I believe we talked about that a little bit earlier. But I'm curious also, if anybody attended Kathryn's webinars on, somebody just confirmed, I thought I asked that earlier. If anyone has attended Kathryn's webinars on the new tool, or if they have any plans to attend in the future. You said you're going to go monthly, right Kathryn?

Kathryn: Yes, it will go monthly now. We did it weekly, when it went live in December. So, we decided since we had, my goodness, the couple of weeks we had over 200 participants. So, we decided to continue that education weekly for the months of January and February, and then starting in March we'll go once a month for the webinar.

Teresa: Yes, the next one is March the 11th, 2020.

Ashley: Something else I also wanted to ask, for those that have used it, are there any HCPCS or scenarios that you've seen that are not included that you've been looking for?

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POE AG member: No, I haven't found anything, any that I was looking for that I haven't seen.

Ashley: Okay

Kathryn: Ashley, I just wanted to note, too, it's Kathryn. Just wanted to let everyone know and maybe you are aware, or maybe you're not aware, that since we are in a temporary gap for competitive bidding, we do not include the competitive bidding modifiers. Once we have more clear direction from CMS, we'll then revisit the tool at that time. Thank you.

Ashley: Alright, thanks Kathryn. Alright, thank you for that information Shannon. And, we'll move into the MSI Survey.

X. 2020 MAC Satisfaction Indicator – **COMING SOON!**

Shannon: Okay, so the 2020 MSI Survey is coming very soon. Again, it's different from the survey I talked about before. This one comes with a direct link that is sent to us directly from CMS. That's the way to gauge our services, and satisfaction and supplier satisfaction. So, the link will come in March, and we will be promoting via listserv and on our website; asking for feedback of all kinds across all the operational areas, that includes claims, the PCC, basically everything we do at CGS, so it will be a very big help to us to see what we can do better and the improvements that we can make. We actually recently published a couple of articles that outline some of the process improvements that we made this year based on last year's responses. And actually, the Advanced Modifier Engine was one of those. So, we are looking forward to hearing your feedback, and share the link, if you will, once it goes live.

Ashley: Alright, thank you Shannon. Anything on the MSI Survey. This is more of just letting you know it's coming. I will be sending out emails to all of you to let you know once we do have that up and live. Any questions on this topic? Alright, that brings us to open discussion.

XI. Open Discussion

Ashley: Does anyone have anything else they want to talk about? Any other suggestions on any education that we're not doing and should be? Alright, hopefully that silence is a good thing. As always, feel free to let me know if there's any other input you have that you didn't get a chance to bring up today. And we will go ahead and close out today's call. Thank you everyone for your time, and we'll talk to you next time!

POE AG members: Thank you Ashley!