Meeting date and time:  
February 27, 2019 2:00 p.m. – 4:00 p.m. EST  
Facilitator: Ashley DeCoteau  
CGS Representatives: Ashley DeCoteau and Brittany Crosby  
CMS Representatives: N/A  

Agenda

I. Roll Call & Purpose  
II. 2019 Workshop Plan  
III. Medicare Satisfaction Index (MSI) Survey  
IV. Website Foresee Survey  
V. Supplier Telephone Inquiries  
VI. MBI/New Medicare Cards  
VII. myCGS Updates  
VIII. Upcoming Events  
IX. Open Discussion  
X. 2019 Meeting Schedule

Ashley welcomed everyone to the 1st quarter POE AG meeting. She introduced herself and reminded attendees to mute their phones.

I. Roll Call & Purpose

Ashley read off list for roll call. She then reviewed the purpose of the POE AG. The purpose of the POE AG is to assist the MAC in the creation, implementation, and review of provider education strategies and efforts. This is done by providing input and feedback on training topics, provider education materials, and dates and locations of provider education workshops and events. The POE AG also identifies relevant provider education issues, and recommends effective means of information distribution to all appropriate providers and their staff. The Advisory Group is used as a provider education consultant resource, to assist our Provider Outreach and Education (POE) team in the planning of educational events and activities.

II. 2019 WORKSHOP PLAN

Ashley said that for 2019 JB will be doing only megas, which are the workshops that have the break out sessions. The exact dates have not been determined yet, but JB will be visiting Milwaukee in July, Louisville in August, and Columbus in September. We will also be co-hosting a mega with JC in Nashville on May 16. Registration is not open just yet, but will open as soon as we determine the exact dates and secure the locations. Ashley showed the draft mega workshop schedule and asked for feedback.

- A POE AG member said it seems like a lot to squeeze into one day, to have four sessions going at the same time. This will make it difficult for people to pick and choose. She suggested that it might be better to spread this out over two days, rather than cram it into one day. However, she thinks people may not come for two days.

Ashley mentioned the idea of a session on Ostomy this year and polled the POE AG. The majority voted against an Ostomy session or indicated they do not provide Ostomy Supplies. Next Ashley asked for suggestions on how to increase workshop attendance.

- A POE AG member mentioned that the locations are pretty far for a lot of suppliers, and suggested that suppliers may be more apt to send two people if the workshop location were closer to where the company is.

- A POE AG member said that Columbus would be a four hour drive and that would be the closest one, and just too far of a drive.

Ashley said that this could possibly be taken into consideration in planning for next year’s workshops; however, the locations are final for this year.

III. Medicare Satisfaction Index (MSI) Survey

Ashley stated that the MSI survey will launch sometime in March. This survey is CMS required and is done once per year. They use this to gather information on how we as a MAC perform as a whole. They want feedback on interactions not only with POE, but also with other operational areas such claims, medical review, customer service, etc.
Ashley had a few articles listed on the slide. She stated that the first article (https://www.cgsmedicare.com/jb/pubs/news/2019/01/cope11004.html) shows what improvements were made based on last year’s MSI survey. The second article (https://www.cgsmedicare.com/jb/pubs/news/2019/02/cope11137.html) describes the difference between the Foresee Survey and MSI survey.

POE encourages everyone to take this survey. It’s not limited to one person from your company. Ashley asked for POE AG members to please share this with their companies when it goes live.

Ashley stated that POE does have plans to promote this survey, starting with the articles included on the slide. POE also plans other methods to market the MSI including but not limited to the following: to contact suppliers who have attended webinars, share ListServs, include a link to the MSI on the website homepage, customer service line will promote it, there will be messages on the IVR and myCGS, and promote on webinars and live events.

Ashley asked for any suggestions on how to increase participation for the MSI Survey.

- A POE AG member suggests that they can send it out to their state association members.

IV. Website ForeSee Survey

Next Ashley talked about the ForeSee survey, which is dedicated to the website.

Ashley asked that POE AG members continue to complete this twice per quarter. This survey is a great opportunity to tell CGS what you like or suggest improvements for our website. We continue to add self-service tools. If there is anything you like about the tools, or any new tools you would like to see, please take a foresee survey to let us know. There is a direct link to take the survey, so suppliers don’t need to wait for it to pop up. The link is included in every ListServ message.

Ashley asked what else POE can do to increase participation in the foresee survey.

- A POE AG member asked how participation has increased or decreased over the past year or so.

Ashley stated that since POE AG members began taking surveys, participation has almost doubled because of POE AG participation.

- A POE AG member suggested that maybe once a supplier takes a survey, they can see what other people have said on surveys.

- A POE AG member says there are a lot of questions and the survey is kind of long, which turns people away.

V. Supplier Telephone Inquiries

Ashley said that POE is making an effort to decrease the number of times suppliers need to call customer service. This may be, for example, by using a tool on the website rather than calling in, education that POE is providing, or FAQs on the website. POE does look at data for top callers into customer service through the Data Driven Education (DDE) program. With this program, POE provides education for the top volume callers into customer service. The Consolidated Billing Tool came out of the DDE program, as it was identified that this was one of the top reasons for calling customer service.

Ashley said that POE continues to look for ways to decrease the number of calls into customer service and asked for any suggestions from POE AG.

VI. MBI/New Medicare Cards

Ashley stated that at this point all of the new cards have been mailed. She said that as of January 25, 62% of all fee-for-service claims have been submitted with the Medicare Beneficiary Identifier (MBI).

Ashley polled the POE AG to find out how many are submitting claims with the MBI. All members who voted indicated that they are submitting claims with the MBI.

Ashley said that POE wants to help ensure this is a smooth transition for suppliers moving from the HICN to the MBI. She asked if anyone has had any issues with claim submission with the MBI, or if anyone had suggestions for education on the topic.

- A POE AG member said that the MBI is a pain to type the number in to myCGS.

- A POE AG member said calling the automated system is quite a process, having to push star keys and pound keys.

- A POE AG member said she has not heard of any issues related to the MBI.

VII. myCGS Updates

Ashley displayed a list of articles that have come out recently on the News page (https://www.cgsmedicare.com/jb/pubs/news/index.html) regarding changes with myCGS. One of the biggest changes recently has been with the password and security guidelines. Users must log in at least every 30 days in order to stay active in myCGS. Otherwise, user IDs may be deactivated.

There was an article published on February 21 about new ADR functions coming to the myCGS portal. As of the day before the POE AG call, the new version was being tested and would be released soon.

Ashley asked for any feedback or suggestions on the other recent updates.
• A POE AG member asked if the ADR update is still in the works. Ashley confirmed that this is the case and that a ListServ would go out when it is available.

• A POE AG member had some questions about the new ADR functionality and will email Ashley.

VIII. Upcoming Events

Ashley showed a slide with upcoming events. These included AAOP, Ohio O&P Spring Meeting, and Spring 2019 Medtrade. Ashley reminded members if they would like to request a POE rep to speak at their events, they must submit a speaker request form.

IX. Open Discussion

A POE AG member said she has been working with the myCGS team because the oxygen counts are not right. For example, it may say 30 claims have paid on the CMN, but claims history shows 36. She said they were working with her to correct it. She said the counts have also been wrong on capped rental, and they are working to correct that.

X. 2019 Meeting Schedule

Ashley displayed the 2019 meeting schedule. The remaining meetings for 2019 are as follows: 2nd quarter meeting on May 30, 3rd quarter meeting on August 29, and 4th quarter meeting on November 13.