

ADVISORY GROUP MEETING MINUTES

Meeting Date and Time: May 10, 2023, 2:00 p.m. ET

Facilitator: Kathryn Torro, JB POE Sr. Analyst

CGS Representatives: Sarah Barbian, Mandy Hall, Maurdi Wilson

Advisory Group Members: Kim Brummett, Andrea Hanson, Tonia Burrell Pace, Jera Sitton, Mary Ellen Spradlin, Roy Thacker, Cassie Wright

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 reminded the POE AG survey must be completed quarterly. Kathryn went over the importance of the survey and to share educational feedback. Participants agreed they will take the survey after the meeting.

II. What's New

Kathryn reviewed recent updates:

- CGS COVID-19 Resources
<https://www.cgsmedicare.com/jb/covid-19.html>
 - Dedicated web page for the latest COVID-19 information
 - Includes DME MAC specific information
 - » Upcoming Post-PHE Education:
 - Webinars
 - Ask-the-Contractor (ACT) Teleconferences
 - » Joint DME MAC Publication
 - Claim Submission Instruction Post-PHE - Continued Use of Modifier CR and COVID-19 Narrative
 - DME MAC Guidance for Dates of Service March 1, 2020–May 11, 2023
 - » Additional CMS Resources applicable to DME Suppliers
 - Frequently Asked Questions (FAQs)
 - What Do I Need to Know?
 - April 2023 HCPCS Updates Insulin Furnished Through DME
 - Effective April 1, 2023: <https://www.cgsmedicare.com/jb/pubs/>

[news/2023/03/cope136303.html](https://www.cgsmedicare.com/jb/pubs/news/2023/03/cope136303.html)

- » Following modifiers will be effective April 1, 2023
 - **JK:** Drug 1-month supply or less = One (1) month supply or less of drug or biological
 - **JL:** Drug 3-month supply = Three (3) month supply of drug or biological
- » Before July 2023
 - For “from date of service” in May or June 2023, bill a 1-month supply of insulin with the JK modifier.
- » Starting July 2023
 - For “from date of service” in July and later, bill a 1-month supply of insulin with the JK modifier, or a 3-month supply of insulin with the JL modifier.
- Hospice & GW Modifier
 - Hospice and GW Modifier Prepayment Reviews
<https://www.cgsmedicare.com/jb/pubs/news/2023/04/cope137079.html>
 - » CGS Medical Review has initiated pre-payment review of claims for which the GW modifier is appended.
 - Reviewed the hospice benefit administered under Medicare Part A. Most items are bundled into the hospice per diem benefit.
 - Use of the GW modifier means that the item or service is not related to hospice patient's terminal illness.
 - Tips for supplier who may have claims selected for GW modifier review.
 - » Hospice Election Statement Addendum
 - CGS will be requesting the addendum for pre-payment reviews.
- Education Email Notifications
 - Educational Opportunities
 - » Implemented in April to include 2-week notification of educational events.
 - Notifications will go out each Monday afternoon with a list of the upcoming webinars, teleconferences, and registration links.

Kathryn thanked the POE AG members for this suggestion.

III. myCGS Web Portal Updates

Kathryn reviewed the updates and improvements to the myCGS web portal:

- Version 7.3.10 (New Features & Improvements)
 - Ordering/Referring Physician Screen
 - » Search Results
 - The provider has a valid enrollment record in PECOS.
 - The provider has a deactivated record in PECOS.

JURISDICTION B DME MAC ADVISORY GROUP MEETING MINUTES

- myCGS will display the provider's deactivation date, as well as the capped-rental deactivation date (if applicable)
 - The provider has no enrollment record in PECOS.
- Additional Claim Detail Screen
 - » Updated to allow for easier viewing.
 - » Address an issue where the screen was not displaying in its entirety in some web browsers.
- Prior Authorization Status Screen
 - » Updated to allow for viewing the status of PA accessories if related base is affirmed.
- Version 7.3.11 (New Features & Improvements)
 - Set a default NPI/PTAN
 - » Users will be able to set a default NPI/PTAN that will remain selected and display each time they log into the portal.
 - Eligibility Screen
 - » Will be updated to display all MAP information with an effective date that falls on or within a 16-month span.
 - 1 year before through 4 months after the date of service entered.
 - User Permissions Screen
 - » Will be updated to include a "Select ALL" option for Designated Approvers (DAs).
 - This feature will be in addition to the existing individual "User Permissions" table.
 - Will allow DAs to set user permissions for a group of End Users.

IV. Website Updates

Kathryn advised the group Rachel Sinclair has accepted a position with Business Excellence with CGS. Kathryn provided a live demonstration of the website updates.

- Left-Hand Navigation Menu
 - Update "Appeals" tab
 - Renamed to "Redeterminations"
 - Reduced sub-tabs from 10 to 2
 - Reduced the amount of text (word count) by 80%

Andrea Hanson greatly appreciates the new tabs and the new look.

- New Webinar Platform
 - https://www.cgsmedicare.com/pdf/dme/dme_cvent_registration.pdf
 - CVENT
 - Uses Zoom Meeting
 - » Process saves your information, so you don't have to re-enter it for each webinar. Once and done!

Two members mentioned that they have attended using CVENT. Easier to register and use for multiple events.

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

V. POE Educational Activities

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

- Provider Outreach & Education Upcoming In-Person Event
 - Fort Lauderdale, FL Mega Workshop
 - **Where:** Sheraton Suites Fort Lauderdale at Cypress Creek
 - **When:** June 7, 2023
 - » All day event to include thirteen unique sessions https://www.cgsmedicare.com/jb/education/ft_lauderdale.html
- Provider Outreach & Education Upcoming Activities
 - Ask-the-Contractor Teleconference (ACT)
 - » **Completed:** May 9, 2023, Post-PHE Education
 - » **Scheduled:** May 12, 2023, Post-PHE Education
- KOPA Annual Conference
 - May 11, 2023–May 12, 2023
 - Tausha Duncan will represent CGS at the Kentucky Orthotic & Prosthetic Annual Conference
- Collaboration and National Education
 - August 23, 2023
 - » A/B DME MAC Collaborative Education
 - Surgical Dressings

VI. Feedback and Suggestions

Kathryn asked for feedback or suggestions:

- 2023 Education
 - Topics
 - Events
 - Electronic Mailing
 - Website Marketing
 - Online Tools(There was no additional feedback)
- Online Tools
 - Reviewed the top twelve tools that were used during the reporting period for Quarter 1, 2023

Kathryn asked for suggestions on how to promote the self-service tools instead of suppliers calling the Provider Contact Center (PCC).

Mary Ellen Spradlin commented she uses the CGS Wizard often. Mary Ellen said she will pass the word around for the Great Lakes Association meeting.

Kathryn showed two examples of self-service charts. Members commented they like chart formats and they are very helpful.

Kathryn will follow up with the members towards the end of May for any thoughts/ideas and how to market the self-service tools CGS currently does offer.

Kathryn asked the members to create a "to do list" include completing the survey and ideas on how to promote the self-service tools.

VII. Proposed 2023 Meeting Dates

- Members agreed to not schedule POE AG meetings around the Jurisdiction B Council meetings.
 - Members agreed to keep meetings on a Wednesday in the afternoon.
 - Second week month/quarter
 - » Conflict with Mega Workshop - will schedule 3rd week in August.
 - » Next meeting: August 23, 2023, 2:00 p.m. ET.
 - » Kathryn sent out an invite “save the date” August 23, 2023, to all members.

Meeting Adjourned