

ADVISORY GROUP MEETING MINUTES

Meeting date and time:

May 13, 2020 2:00 p.m. – 4:00 p.m. EST

Facilitator: Ashley DeCoteau

CGS Representatives: Ashley DeCoteau, Katheryn Torro, Stacie McMichel, and Shannon Toohey

CMS Representatives: N/A

Advisory Group Members: Tonja Adams, Carolyn Basford, Kim Brummett, Tonia Burrell Pace, Barb Crosby, Missy Cross, Paula Koenig, Kathleen Murzyn, Rose Schafhauser, Jera Sitton, Pamela Tilbury, Lori Zander, Valarie Sell, and Mary Ellen Spradlin

Agenda

- I. Roll Call & Purpose
- II. Website Customer Satisfaction Survey and Feedback
- III. Website and myCGS Updates
- IV. Reorganized Self-Service Tools
- V. COVID-19
- VI. Feedback and Suggestions
- VII. Open Discussion

I. Roll Call & Purpose

Ashley read off list for roll call. She then showed a slide that gives the purpose of POE AG per the CMS IOM 100-09, Chapter 6, Section 20.6.1. She summarized that the purpose of the POE AG is to give feedback and suggestions on education.

II. Website Customer Satisfaction Survey and Feedback

Ashley turns it over to Shannon for this portion.

Shannon: I want to touch on the website satisfaction survey which is really important to us. CMS uses various types of surveys to gauge supplier satisfaction with our MACs and also with our websites in particular. So, we've recently had kind of a new survey that we have implemented on our website, cgsmedicare.com. It kind of comes in two parts. The first part is a pop-up box. So when you go cgsmedicare.com, you will see every now and then, a screen pop up, it's kind of like a dark blue bar and it will come down and then a square will kind of come over your screen and take over and ask you to take the survey. It will ask various questions about MAC

satisfaction, website satisfaction, to varying degrees depending on what page the supplier... what pages they're on and what the supplier is trying to do. We do encourage POE AG members to take the survey whenever it appears. Any feedback that is left we will see almost immediately, and we use the feedback to enhance our website and just in general make enhancements depending on what the supplier is saying in the comments on the survey. For this specific survey, there is no direct link, it kind of just pops up. It measures how often you've taken it, and so every 30 days it notices that you have not taken it, it will pop up for you. Alright, for the second part of the survey is the feedback tab on the right-hand side of the website, so that is always present there, and you probably noticed it. If you click on that, it will kind of open and asks slightly less questions than the pop-up will. It really is to gauge your feedback on a specific page. So, it's really beneficial if you're on the Online Tools and Calculators page, and then you notice something, and you would like to leave feedback about that. So that is always a good resource as well. And we see those come in immediately too.

Ashley: First let me ask, who has used that relatively new feedback button that we have shown on this slide?

No response.

Ashley: We do encourage you to take that. If you do, we'll probably go over your feedback the next time. Shannon, how long would you say that one takes? Is that kind of a shorter one?

Shannon: Yeah. The one on the right side should be there all the time on every single page. So, you take it, and then click out of the website as soon as you go back onto the website it will reappear.

Ashley: Gotcha. And my question was is this a shorter one? It takes a few minutes or..

Shannon: Oh yes, I apologize. It's a shorter survey, I think it's only 4 questions whereas the overall pop-up is a little bit longer.

Ashley: Ok now with the pop-up, we used to reach out to people based on the feedback there. Is that something we're doing with the feedback button?

Shannon: That is a good question. Well, probably no. We don't have a way to take contact information with the survey. That is something we are waiting on. We're hoping that it's coming soon, but it's kind of just something that's taking a little while during the process with everything going on, it's been delayed even more. So, we're waiting on them to give us the okay to do that.

Ashley: Alright. Anyone have any questions for Shannon on either of those 2 slides?

No response.

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III. Website and myCGS Updates

Shannon: Next up, we'll talk a little bit about the app. We have recently and excitingly relaunched our app which was previously called CGS Go Mobile, which you probably have seen us talk about in the past. Now it is called the CGS Medicare App. We've given it a brand-new design, and just a lot more updated, easier to work with than the old one. There were some features in the old app that were not functional, they would force the app to close, and they had technical issues. So, we have fixed all of those with all the features that it had. So, what it has for jurisdiction b is LCDs and policy articles, CGS Wizard, DME Fee Schedules, Physician Letters, Drug/Pharmacy Fees, and all our contact information. And you'll see if you click any of those that the layouts are much more updated than they used to be and a lot more user friendly. We also have a lot of features that are in line to be added to the app. And so, a few of those I can mention are adding the Advanced Modifier Engine tool which is our relatively new tool, and we're also planning to add the POE Calendar of Events on there very soon. And really the goal would be to have most of our online tools added to it, but one at a time is kind of how we're going. And this app is available for free, no charge, in the app store. And, the google play store if you have an Android phone. All you have to do is search for CGS Medicare and it should be one of the first to come up if not the first. Has anyone used the new app since we relaunched the design? Does anyone have any feedback on it?

POE AG Member: I just downloaded it on my phone while you were talking about it, and it's already up, it took like two seconds. It's pretty cool, great!

Shannon: Awesome.

POE AG Member: I downloaded it, and I'm playing with it as well.

Shannon: We are also looking into getting those surveys I talked about earlier onto the app. So that will hopefully come down the line. It will kind of be the same thing, if you're on a certain page, you can leave feedback on that page.

Ashley: Great, thanks for that update, Shannon. Anyone else that has used the app since the update?

POE AG Member: I downloaded it, and I'm playing with it and it looks good so far.

Ashley: Anyone who hasn't used this new version yet, but used the previous version and had any issues with it or is missing something that Shannon didn't outline in the new version?

No response.

Ashley: Alright, so once everybody gets a chance to look at the new version, then if anything does come up that's not functioning correctly, or anything that we maybe should add that is not already in process, let me know. We'd like to hear that. Shannon, did you have anything else for us?

Shannon: Nope, I think I'm all set.

Ashley: Thank you.

IV. Reorganized Self-Service Tools

Ashley: Next, we're going to talk about the reorganized self-service tools page. So, this has gone through changes over the past year or so. We continue to add new tools. It used to be labeled as just Online Tools in that blue left-hand navigation panel. Now it is Online Tools and Calculators, we made that change some months ago, if not a year ago. We've also reorganized it to make it a little easier to find what you're looking. Notice at the top of the web page, the home page, these are all links so if you know that you are looking for a tool, let's say related to modifiers, it will jump down to that section, and there you can find the tool. Let's say you're using the new AME tool to find a modifier. This will make it a little bit easier for you to find exactly what it is you're looking for or make it a little more organized. Who has gone to the web page since the change, and noticed the new formatting of the online tools section?

POE AG Member: I have.

Ashley: Did it work for you; did you feel it was more organized?

POE AG Member: I felt it was a little more organized.

Ashley: Ok good. Anyone else have any feedback? Have you seen the new page?

POE AG Member: Yes, I did, I was on it this morning and it is nice, very easy to review.

POE AG Member: I agree also, much cleaner.

Ashley: Is there anything else you feel like should be done to this page? I have to say, even for me when I pull the page up, before this change it was difficult to find what I was looking for, so I think this helps. But anything else we can do here?

No response.

Ashley: Alright, hopefully we're all in agreement that we like the change. Now we're going to have Katheryn talk about a new tool.

Katheryn: Thanks Ashley. Good afternoon everyone. Kind of recapping the slide that Ashley just went over regarding a new tool coming. This will populate on the left-hand navigation screen like Ashley stated, and then it will be in the middle of the content page, and then we'll introduce this new tool. The new tool is going to be Therapeutic Shoes for Persons with Diabetes Activity Timeline. So, a lot of the slides that we did in our presentation currently and we held one on May 4th for Jurisdictions B and C, and it gathered all the information from slides of the activity timeline. As far as documentation timeline and supplier activity timeline. So, we worked with our legal department to create this online tool, and it's more of a handout as well as a desk reference. I just wanted to let everybody know that it will be available probably at the end of this week, if not at the beginning of next week on that left-hand navigation under the online tools and calculators. So, it does really summarize the presentation and what's expected of the documentation and what the supplier activity is. Feedback from everyone on the phone today would be great regarding what your thoughts are on this desk reference. Not sure if anybody on the line for POE AG does bill for diabetic shoes. If anyone does bill

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for diabetic shoes, do you find that this activity timeline handout is helpful for a new tool?

POE AG Member: Yeah, I'm just reading through it. It definitely, yeah, having the activities, the responsible person, and the requirements, definitely is helpful, especially to train staff with.

POE AG Member: Hi, we do therapeutic shoes, I personally don't which is a good thing. I'd be more than happy to share this with our team and get feedback for you.

Katheryn: That would be wonderful. Thank you so much. Like I stated, it should be on the website either this Friday or early next week, but Ashley does have everyone's email information, as soon as it's launched I will let Ashley know and we can send an email out to you that it is launched. It's certainly something that can be used now and that you can share with your staff members as well. Hopefully it's beneficial to those who do provide the therapeutic shoes. Thank you, I'll send it back over to you Ash.

Ashley: Alright, thanks Katheryn. Katheryn are you wanting me to send them this slide for them to share or do you just want to let me know once it's launched and then they can have their staff try it out?

Katheryn: You can do both. I will let you know when it's launched and then we can just send out like a brief blurb to the email addresses letting them know that it's officially launched and that it's okay to share the screen now.

Ashley: Okay. Alright, I'll send that out to everyone, if you want to share with your staff and see what everyone thinks.

V. Redeterminations and Reopenings

Ashley: Now we will move into Redeterminations and Reopenings form submission in myCGS. This is our most recent update. You can now go into myCGS and submit a Redetermination request with documentation. I know we've all been waiting and we're all very excited. You can also go in there to see the status of any Redetermination that you've submitted. There it will display a summary and that will include the date of receipt of the Redetermination that you submitted, the status of the decision that has been made, the date of the decision, it will give you your CCN, DCN, and it will also show any applicable documents. Now, for Reopenings, you can also submit a request with documentation, you can make a simple claim correction, and you see the status of any Reopenings. These functions are in the Reprocessings tab in myCGS. So, what I want to know here is, who has had a chance to go in and use either of these new functions in the portal?

POE AG Member: I apologize, I personally have not but my team has, and they are loving it.

Ashley: Good to hear.

POE AG Member: We're working on getting the right access that my team is so excited to have this finally.

Ashley: You have any issues on our end with the portal?

POE AG Member: I think it's our system right now. If there is, I'll let you know.

Ashley: Alright, read my mind. I was going to say to let me know if you can't get in and I'll do what I can to get you in touch with the right people.

POE AG Member: We haven't used it yet, but have actually been waiting for it. This is a big deal, so I'm really excited to finally have this ability.

Ashley: Good. Yeah, I think is going to be huge. I have my supplier hat on, and back in the day when I did that, I can't even imagine. I'm glad this is up and going. Alright, anyone else?

No response.

Ashley: So here, as you know, you can go to the new section on our website, under News and Publications, and you can see these articles there. I'm happy to share, maybe I'll just share the whole presentation with everyone. So, you have not only that new tool, but also some of these links. More on myCGS updates, the Claim Explanations, this is the complete update to unique claim explanations, and this is on the Claim Status screen. There's an article here for the Status Button Feature. I think Shannon came on to talk about that when we started that. Claim Corrections, I mentioned that briefly already, sounds like everyone's loving this feature, but there is an article to read more. And then, also viewing your Redeterminations and Reopening Letter. So, if everyone hasn't had a chance, I encourage you to look at those articles, and let me know if you see anything that may give you an idea or perhaps an idea of something we can change. Just let me know.

VI. COVID-19

Ashley: Alright, so now for COVID-19. You know that we have been doing webinars. I'm not sure if any of you have attended yet. We'll talk about that in a minute here. But we are continuing to process claims, and we still have customer service open, we're doing education like normal as we always have with the exception of everything must be virtual at this point. We have done 6 of those webinars I mentioned, which are collaborative webinars with Noridian, and that was during the month of April. We did a collaborative webinar with J15, that was conducted over the Accelerated or Advanced Payment. We also have on our homepage, a dedicated page for COVID-19, and that has information that is specific to DME suppliers. What feedback does everyone have on our education and coverage of COVID-19? Let's start with the webinars. Who has attended the webinars?

POE AG Member: I have.

POE AG Member: The challenges have been, at least the initial ones, we see a lot of questions, so it was extremely helpful to get the bulletin from CMS which hasn't come out yet. But today, we just sat on the webinar today. Much better, especially with having some of the answers. Much better to be able to have more information than the previous ones.

POE AG Member: Exactly what POE AG member said. I'll just add one caveat, and that's that was I found beneficial on today's webinar, short of finally getting some answers, were just some of

the examples that they presented. I think sometimes that's where the confusion comes into play. As we're putting this together, if we can show what a claim looks like, or present the scenario on what your expectation on the claim submission and what it would look like, or what they should have in their files and such. I think the more examples you get; the less confusion people have. At least, that's my feedback.

Ashley: I understand.

POE AG Member: I would agree too.

Ashley: Okay

POE AG Member: I just wanted to make the point, too, that the earlier webinars, they didn't have a lot of answers. I'm still glad you held them to give providers that chance to ask questions and help them understand that is generally a delay between when CMS makes an announcement and when MACs can actually implement the process. So, I know that was frustrating for everybody, but I'm still glad that you had those webinars and did try to get that message across, and it gives providers a chance to ask their questions. Thanks for that.

Ashley: Thank you. That was going to be my next question. I know it can be really frustrating for suppliers, especially at the beginning, like many of you had mentioned. You come to these webinars and we have this Public Health Emergency, and you have questions and the answer is that we don't have answers. So, like previously mentioned, there's a process, that we do have to get direction from CMS. So, it sounds to me like, if it's better to go ahead and have the webinars, and suppliers can at least ask the questions, even if you find out that, hey we're not ignoring your questions, but we are awaiting a response on that. So, does everyone agree that at least you can go to find out either yes or no if there is an answer?

Stacie: Ashley, can I add to that? I don't think I've spoken with everyone that's on the call. For the suppliers that have reached out to me, I have encouraged them to submit their questions to us, because sometimes being on the side of the DMEPOS, we don't always consider all perspectives and we won't know that until the question is presented. So, while it's very frustrating that you don't know what your next move would be, and we know that everybody is operating in the space of benefitting our beneficiaries, those questions are very beneficial to us. A lot of the things that are on the log have come from suppliers who've asked the questions. So even if you don't, or if we're not capable of providing the information that you're needing to move forward, please continue to submit your questions so that we put our best effort into making sure that we cover most of the scenarios that you guys may face that we, you know, just may not have been able to consider that, because we are on the side of policy and processes, and we don't always have a beneficiary that we come into contact with to know what those different scenarios may look like. So, thank you for the questions that we have received and if there are more, not trying to add any work to anybody else's plate, but in our experience we have found that those additional questions are very beneficial to make sure that we capture as many scenarios as we can and getting information back from CMS. That's it.

Ashley: Thank you Stacie, and I would agree. Not wanting to cause anyone any more work, because I would say for me personally, obviously we have number tasks, but with the Public Health Emergency, if I see an email specific to that, I'm going to make it priority to show that I'm on top of that. So please do send us your questions, I appreciate it. Alright, next there was an article that was published on May 7th, if you haven't had a chance to read it, on the final rule. Again, we are scheduling additional webinars in collaboration with Noridian. CMS has published the new Fee Schedules, and the last note is on the Enteral Nutrition and that more than a 30-day supply is allowed during the PHE. Does anyone have anything else for us on the topic of COVID-19?

No response.

Ashley: Alright, Stacie I'll let you take the floor on the CERT Taskforce presentation.

VII. Feedback and Suggestions

Stacie: Thank you. So, this all came up at Medtrade this past fall. This past fall at the Medtrade conference, our attendance was down, and we just want to make sure that we are able to provide as much information that is beneficial to not just suppliers that are subject to CERT, but any other supplier. There was some discussion about combining the Medicare Updates sessions with the CERT Taskforce. Sometimes we are at the mercy of the association for the slots that they give us. So, for those of you that may have attended Medtrade, there's always two sessions. There's the Medicare Updates and CERT Taskforce, whereas with AOPA or AAOP, where often times we're just given a 90-minute slot and try to cram it into that. So, we thought that we would reach out to the POE AG to see, number one, if you attended those sessions, if they feel stagnant, and if you do that's okay. We're looking at ideas to kind of keep everyone engaged while talking about the challenges that we have in our feedback and making it better to reduce that CERT error rate. And number two, if we should, moving forward, combine both of those sessions to kill two birds with one stone, by addressing anything that's going on globally between the four DMEPOSs, and then anything that is related to the CERT Taskforce and then that way it's just one session. And it might 90 minutes, it might be 60 minutes, it really depends on what's going on within the program and how much that we have to cover pertaining to each topic. So, we thought this would be a good platform to put that challenge out there, and maybe receive some feedback from our members on how we could make that CERT Taskforce session and/or Medicare Updates session even better and more enticing for those who would be willing to attend.

POE AG Member: Hey Stacie, I actually sit on the Medtrade Educational Advisory Board, and we were just for the last few days have been doing virtual Zoom meetings to plan Medtrade Fall. This time of year, with the hope that it's not until November, that we'll be able to hold it. And I know that we actually went through the Medicare Updates that were submitted, and Michael Hanna has kind of been the point person for those, and I understand there's going to be some shift there, and a question to you might be who

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would be the best contact, if Michael is no longer there. And there's only one session submitted. There wasn't a CERT session and DME MAC Updates session. We're open to allowing both of those, especially in the Fall Medtrade, because we have more room. We actually put you guys in an auditorium so that it doesn't take up meeting space. Spring is a little more complicated, but then again, if Spring exists it won't be in Vegas anymore. So, we might have some different opportunities. We at one point had a conversation to say that, you know, I get the CERT Update because it focuses on the CERT error rate. I think it's important that maybe even in the session to be elemental to tell people what the CERT error rate means. Because a lot of times to people, an audit is an audit, they don't really get the difference. Then the other session, hope to focus on all things TPE. You know what I mean, because for some suppliers I think that that's the crux of the issue for them, and when you talk about coverage policies, that as our staff to be able to pass the TPEs, but you guys can get feedback from other folks. But you're welcome to do both at Fall Medtrade, or just one, and we can.... usually typically it's 60, but we could make it 90 minutes if you just wanted to do one. So just kind of let us know what you guys think you'd like to do.

Stacie: Okay, I am so glad you are here. With that being said, I do have a question about the two sessions. Normally because we're on a bartering contract with Medtrade, we don't submit proposals to them. Normally they just give us our sessions and we go for it. So, are you saying that if we were to decide to move forward with keeping two separate sessions, but we as the MACs should be submitting a request for both the Medicare Updates and the CERT?

POE AG Member: And Michael always has. Michael Hanna always has. He always submitted the sessions. In fact, we had a type of session called Medicare Updates that only contractors can submit. So like, if somebody wants to go "I want to do a Medicare Update," it's only contractors, so like the NSC, the CBIC, you guys all kind of....two times we've actually had someone from CMS attend and speak, and they would all fall in that. So yeah, I'm kind of glad you brought that up. Because, you know with the changes with Michael, I was kind of afraid, like okay who's the point person now.

Stacie: So, Pat, our manager, has not announced the shift in workload. We do know that Angie Cooper is taking on the JC Council. I would think that, and you know just to make sure that both JB and JC are represented, you could send your emails out to both me and Angie, and then once Pat decides who will lead for the Medtrade, we can forward that information to the lead, whether it be myself or Angie, or somebody else. We're just not sure just yet, but at least you have a point of contact for both. The other thing is...

POE AG Member: Can I ask a question? So, what about Noridian? Because Michael has kind of always spear headed everything for all the DME MACs. Is that still going to be the case? It makes it so much easier, obviously, for Medtrade if there's one person kind of hoarding together the DME MACs, presentations and submissions, you know what I mean?

Stacie: Yeah, we collaborate with them. We work behind the scenes with Noridian, and Michael has always been able to see

that process all the way through. We will make sure that that is transparent for you, for the suppliers at Medtrade. I don't know what that looks like just yet, but we will definitely keep those processes the same.

POE AG Member: Okay. I will shoot you an email to indicate some of the history and you guys can get together and figure out what you want to do going forward. But you know, I suppose in terms of times, one session, two sessions, I would just hate to see you guys do two sessions, and there's like nobody in the second one. So, it's really kind of up to you all. But just let me know. Again, Spring might be different depending on our meeting space, but certainly for Fall it's not an issue.

Stacie: Ok, so is it your position that you think we would, Medtrade would like to keep those two sessions separate, rather than combining them?

POE AG Member: You know, Medtrade doesn't have an opinion. I'll tell them whatever you guys want to do. If you'd like to have a session for an hour that focuses on what you're getting back in CERT error rates, and then another one that talks about other stuff, that's the focus you know, I think our feedback has always been... the DME MACs have been talking about all things TPE, it might have a huge draw, you know what I mean? Because they're all up in arms about TPE. It's really kind of up to whatever you guys want to do.

Stacie: Okay. I will definitely take that back. And Michael will be here through the 29th of May. So, if there's any communication that you sent between now and then, could you please go ahead, that will help us too to make sure we have his processes. Okay, thank you.

POE AG Member: Okay, exactly, awesome. Perfect. Thank you for bringing it up.

Stacie: Alright, that's definitely helpful, thank you. Is there anyone else on the call that has any feedback, that may have attended those sessions? Or are you thinking about your timeframe? You know, just anything. So, since they are coordinating education, that will kind of help Medtrade to figure out what we don't want to be in competition with or what timeframe, anything would be helpful. We're really just trying to make sure that it's beneficial timewise for, not just the MACs, but also the attendees.

POE AG Member: I think some of it depends on each year, Spring or Fall, what's going on. So, for example, this Fall, the competitive bid stuff may be a bigger draw and the really important thing if the bid program goes forward in January, the MACs may or may not have a lot of changes going on. So, it really sort of depends on your agenda. If things are pretty stable and quiet, then combining them and doing one joint session makes sense, but if there's a lot of stuff, if there are new policies, if there are a lot of changes, then having the separate sessions is probably helpful. So, I know that it doesn't help you a lot, but you know it's just going to vary a lot from time to time, depending on what's happening.

Stacie: And that gives us something to think about. I don't think, we've kind of, we're so focused on the updates session, what

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we need to talk about, and you know, CERT, here are the issues that maybe we should think about, content, and whether or not it warrants one session, or if we can tag it on at the end of a “Did You Know?” or in the beginning, or here’s what’s up, then we could focus on CERT, so that does give us a different perspective. Thank you.

Ashley: Definitely great feedback. Maybe once we find out who is going to take over that task for Michael, and we get closer to the planning stages, or are able to go to the next Medtrade, maybe we bring that up again in our next POE AG meeting, or whenever that might be happening. And find out what you all think is current, to go along with what was just said. So that’s something maybe we could....

POE AG Member: That’s a good idea.

Ashley: Thank you. Stacie, do you have anything else?

Stacie: No, this has been very helpful. Thank you for your feedback.

Ashley: So, I always like to include our meeting dates for the year. We’re finishing up our second quarter meeting. We have the dates scheduled for August 13th and November 17th. So, let me know if you’re not going to be able to attend, if it’s something that maybe I overlooked another event that’s going on, and we need to reschedule, we’ll do so.

VIII. Open Discussion

Ashley: Alright, open discussion. Is there anything else that we need to discuss today?

No response.

Ashley: Alright. Well thank you everyone for joining, and we do appreciate everything you’re doing for our beneficiaries. Everyone have a great day!

POE AG members: Thank you Ashley.

Sign off.