

ADVISORY GROUP MEETING MINUTES

Meeting Date and Time: July 15, 2021, 2:00 p.m. ET

Facilitator: Denise Winsock, JB POE Sr. Analyst

CGS Representatives: Judie Roan, Rachel Sinclair, Maurdel Wilson

Advisory Group Members: Leonard Coulombe, Andrea Hansen, Paula Koenig, Kathleen Murzyn, Tonia Pace, Rose Schafhauser, Valerie Sell, Jera Sitton, Mary Ellen Spradalin, Lori Zander

Agenda

- I. Welcome and Introductions
- II. Orthotics & Prosthetics Provider Outreach and Education Advisory Group (O&P POE AG)
- III. What's New
- IV. CGS Website Updates
- V. POE Educational Activities
- VI. Sharing CGS Feedback
- VII. Feedback and Suggestions
- VIII. 2021 Meeting Dates

I. Welcome and Introductions

Denise welcomed the group and made introductions.

II. O&P POE AG

Judie Roan gave an update on the O&P POE AG and invited applications from any members who primarily provide O&P items. The O&P POE AG is both JB and JC combined.

III. What's New

- a. New FAQ Topic: Therapeutic Shoes for Persons with Diabetes (<https://www.cgsmedicare.com/jb/help/faqs/current/cope21789.html>)
 - » **Question from Mary Ellen:** Is there any way to find out who the nurse practitioners are who are set up for the demonstration project?
 - » **Answer:** The web page Primary Care First Model Options | CMS Innovation Center (<https://innovation.cms.gov/innovation-models/primary-care-first-model-options>) shares a map and excel spreadsheet of all participating nurse practitioners.
- b. 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 reminded the group that if the initial claim was denied as not medically necessary due to missing the CR modifier and COVID-19 narrative, the claim must be sent to a written reopening for correction.
- c. The Best Way to Submit Redetermination and Reopening Requests: the DME myCGS Portal (<https://www.cgsmedicare.com/jc/pubs/news/2021/04/cope21598.html>)
- d. Reminder – Requesting a Redetermination with a Billing Service and/or Clearinghouse (<https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/CMS1696.pdf>)
- e. Billing Reminder: Blood Glucose Monitor Supplies and Continuous Glucose Monitor Supplies - Switching (<https://www.cgsmedicare.com/jc/pubs/news/2021/05/cope22121.html>)
- f. Frequently Asked Questions – Philips Respironics Respiratory Products Recall (<https://www.cgsmedicare.com/jb/pubs/news/2021/06/cope22561.html>)

On June 14, 2021, Philips Respironics announced the voluntary, global recall of an estimated 4 million continuous positive airway pressure (CPAP) devices, bilevel respiratory assist devices (RADs), and ventilators.

 - » Philips Respironics website (<https://www.usa.philips.com/healthcare/e/sleep/communications/src-update>)
 - » **Question:** We are communicating with our beneficiaries to contact Phillips and 1.800.MEDICARE customer service. However, 1.800.MEDICARE is advising beneficiaries to reach out to the DME supplier. Is there any way this can be communicated to 1.800.MEDICARE to ensure they are providing the correct information?
 - » **Answer:** CGS will contact 1.800.MEDICARE and make them aware of the situation, in addition to providing education to their customer service representatives.
- g. Revised Dear Physician Letters are now available (https://www.cgsmedicare.com/jb/mr/doc_req.html)

IV. CGS Website Updates

Denise reviewed the following recent website updates:

- **New Contact Page and Alphabetized Navigation Menu:** The "Contact Information" page is now in an easy to read chart that includes all contacts, including CGS departments, other contractors, DME MACs, CMS links, beneficiary information, and more.
- **Voice Recognition:** Denise pointed out that voice recognition option is now available when giving an MBI number during a Customer Support call. When prompted, simply read the 11 alphanumeric characters of the MBI in a clear volume and tone at a normal speed.

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- **Post-Pay Audit Quarterly Status Report** (https://www.cgsmedicare.com/jb/mr/post_payment_reviews.html): Denise shared that the status reports are available for the following topics: Ankle-Foot Orthosis, Blood Glucose Test Strips, Knee Orthosis, Lumbar Sacral Orthosis, Surgical Dressings, and Urological Supplies.

V. POE Educational Activities

Denise provided information about the upcoming Ask the Contractor Teleconference (ACT) for What's New and Hot Topics on August 5, 2021. This ACT is a collaboration of for both JB and JC. A list of Encore Events (recorded webinars) (<https://www.cgsmedicare.com/jb/education/encore.html>) is available in the Education section of the website.

Denise also shared information about the following collaborations with other contractors:

- Positive Airway Pressure (PAP) Devices
 - Noridian – August 24th
 - A/B MAC – August 31st

VI. Sharing CGS Feedback

Rachel Sinclair, e-Business Web Content Specialist, solicited feedback from the group regarding the Customer Experience Surveys. The new live event surveys are issued via link in the chat box, QR code, and an email following each webinar.

Feedback: Members stated that the surveys are too lengthy and time consuming.

Rachel spoke about the MFA for myCGS and mentioned that CGS is aware there are sometimes delays in receiving the MFA code. She reminded suppliers that Google Authenticator is a great resource that provides instant MFA codes (and therefore requires no waiting on emails or texts).

Feedback: Provide information on how long it takes to set up Google Authenticator.

The last topic Rachel spoke on was the survey satisfaction scores for the online self-service tools and calculators (such as the Advanced Modifier Engine and CGS Wizard). Rachel asked the group for feedback.

VII. Advisory Group Survey

Once again, we are implementing the Advisory Group quarterly survey. Please be sure to include your contact information (name and email). Feedback from the survey's is the driving force behind all changes and updates, as well as any new tools we create. Denise assured the group that all feedback is looked at and, if possible, implemented.

VIII. Feedback and Suggestions

- Mary Ellen asked if we could have education on Negative Pressure Wound Therapy (NPWT), as she is receiving many questions. *Denise advised that CGS does have a self-paced NPWT online education course* (https://www.cgsmedicare.com/jb/education/online_education.html) *available 24/7.*

- Is it possible for future meetings to use a program where only a computer is needed, no phone? Like a Zoom call. *Denise will investigate available options.*
- Could the daily emails from CGS list specific topics in the subject line? Then suppliers will have an idea of whether the email pertains to their line of business. *Denise will send email to management.*
- Paula asked if, once the oxygen proposed rule changes are finalized, will we be conducting education on these changes? *Denise stated that education will be provided and all changes to oxygen will be incorporated into the presentation.*

IX. 2021 Meeting Dates

The meeting was adjourned, and future meeting dates shared:

- December 8, 2021