

ADVISORY GROUP MEETING MINUTES

Meeting date and time:

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

Facilitator: Kathryn Torro**CGS Representatives:** Ashley DeCoteau, Kathryn Torro, Stacie McMichel, and Teresa Camfield**CMS Representatives:** N/A**Advisory Group Members:** Tonja Adams, Carolyn Basford, Barb Crosby, Kathleen Murzyn, Tiffaney Quinn, Valarie Sell, Pamela Tilbury, Melissa Tomaszewski, Cassie Wright, and Mary Ellen Spradlin

Agenda

- I. Roll Call & Purpose
- II. COVID-19 Education & Updates
- III. Prior Authorization
- IV. Medical Review
- V. Educational Opportunities
- VI. Online Tools & Calculators
- VII. Website & myCGS Updates
- VIII. Upcoming Events
- IX. Feedback & Suggestions
- X. Open Discussion

I. Roll Call & Purpose

Kathryn welcomes everyone to the 3rd quarter POE AG meeting. She introduces herself and JB POE members, and reminds attendees to mute their phones.

The primary function of the Advisory Groups is to assist us in the creation, implementation, and review of provider education strategies and efforts. The Advisory Groups provide input and feedback on training topics, provider education materials, and dates and locations of provider education workshops and events. The groups also identify relevant provider education issues, and recommends effective means of information distribution to all appropriate providers and their staff. The Advisory Groups are used as a provider education consultant resource, to assist our Provider Outreach and Education team in the planning of educational events and activities.

POE Advisory Group membership is open to representatives from state supplier associations, billing services, and all other appropriate supplier organizations and third party entities. We encourage representation from across the entire Jurisdiction B area from both large and small businesses and organizations.

To make it easier for all parts of the jurisdiction to express their recommendations for Medicare education, we will hold quarterly meetings and/or teleconferences to discuss the carrier's educational efforts.

II. COVID-19 Education & Updates

Here is the link to the DMEPOS COVID19 Web page (<https://www.cgsmedicare.com/jb/covid-19.html>). This is where we publish DMEPOS COVID-19 news and updates.

We don't really have any new information related to COVID-19, except medical review and prior authorization, which will be discussed later in the meeting.

There is a new ABN, and it was going to be mandatory that use the new one starting August 31, but CMS has extended that through the end of the year.

The Coronavirus Aid, Relief, and Economic Security Act (CARES Act) increases the non-rural fee schedule for codes that are impacted by the CBP fee adjustments.

There will be 2 rounds of adjustments:

Automated adjustments to claims with HCPCS/Modifiers in Attachment A to pay based on the updated fee schedule for non-rural areas and is based on the 75/25 blend (75 adjusted/25 unadjusted).

After the adjustments in round 1 are completed, suppliers must request a reopening to add the KE modifier when applicable. This does not apply to beneficiaries living in a former CBA. Wait for notification from DME MAC to request adjustment.

KE modifier avoids a 9.5% reduction in the unadjusted portion of the blended 75/25 fee schedule amount.

Information on Coronavirus Aid, Relief, and Economic Security Act (CARES Act) Adjustments and Modifier Usage is available at: <https://www.cgsmedicare.com/jb/pubs/news/2020/07/cope18174.html>

In collaboration with JB, JA, and JD, eight (8) COVID-19 DMEPOS supplier specific webinars were held between April 8 and May 20. The DME MACs had the highest attendance numbers yet seen for any webinar conducted in previous years. Attendance for one COVID webinar was over 925 with median attendees at approximately 310. In collaboration with CGS J15, CGS DME POE JB conducted an Accelerated/Advanced Payment webinar on April 28. On May 19, CGS JB POE and the CMS Puerto Rico Field Office conducted a Spanish language COVID-19 webinar for suppliers in Puerto Rico. There were 137 attendees for the Spanish language webinar.

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III. Prior Authorization

Prior Authorization as a condition of payment resumed August 3, 2020 for:

- Power Mobility Devices (PMDs)
- Pressure Reducing Support Surfaces (PRRS)
- Prior Authorization for Lower Limb Protheses (LLP) - HCPCS codes: L5856, L5857, L5858, L5973, L5980 and L5987

Phase I will begin for dates of service on or after September 1, 2020 in one state from each DME MAC jurisdiction: California, Michigan, Pennsylvania, and Texas. Suppliers may begin submitting PA requests August 18, 2020 in anticipation of delivering the item on or after September 1, 2020.

Phase II will begin for dates of service on after December 1, 2020 and expands prior authorization of these codes to all of the remaining states and territories. CGS will announce at a later date when suppliers may begin submitting PA requests for Phase II (TBD).

Reference: <https://www.cgsmedicare.com/jb/pubs/news/2020/07/cope18204.html>

IV. Medical Review

To protect the Medicare Trust Fund against inappropriate payments, Medicare Administrative Contractors (MACs) are resuming fee-for-service medical review activities. Beginning August 17, the MACs are resuming with post-payment reviews of items/services provided before March 1, 2020. The Targeted Probe and Educate (TPE) program will restart later. The MACs will continue to offer detailed review decisions and education as appropriate.

V. Educational Opportunities

Next is Educational Opportunities, to review our online education courses we have available for you at CGS. The online education courses are easy to find on our website located on the left-hand navigation panel under the Education link. You can simply select the Online Education Portal link or select the Online Education icon under the education tab. The Online Education Portal (https://www.cgsmedicare.com/jb/education/online_education.html) is available to you 24 hours a day seven days a week.

CGS offers over 30 course titles, this a great resource for new employees and ongoing education for your seasoned staff. Also, we are adding more policy specific courses in the near future.

VI. Online Tools & Calculators

We have many Online Tools & Calculators available to our supplier community. We currently offer 39 online tools; of those, five are new tools.

With the Same/Similar tool, suppliers can determine if an item may be considered the same as, or similar to, equipment already in possession by the beneficiary when billing a base item. The tool is user friendly; you just enter the HCPCS code in the search field to

view the results. The Therapeutic Shoes for Persons with Diabetes Activity Timeline provides documentation outlined in the LCD and supplier activity timeline regarding diabetic shoes. We also have the Advanced Modifier Engine tool referred to as (AME). The tool assists suppliers in billing proper HCPCS codes and modifier combinations, based on billing scenarios. The Overpayment Interest Calculator is an online calculator where you would enter the date on the demand letter, the overpayment amount; the interest rate and the date your check is being mailed to find the total amount due. Lastly, the Orthotics Chart provides the differences between off-the shelf, custom fit and custom-fabricated orthoses. Suppliers will be able to view the requirements for each type compared side by side.

All CGS Online Tools & Calculators can be found on the Jurisdiction B CGS website on the left-hand navigation panel under Online Tools & Calculators.

VII. Website and myCGS Updates

New resources for myCGS registration and password published:

- **myCGS Designated Approver (DA) Registration Tips:** <https://www.cgsmedicare.com/jb/pubs/news/2020/07/cope18299.html>
- **myCGS New Password Resources page:** https://www.cgsmedicare.com/jb/mycgs/password_resources.html
- **myCGS Registration Checklist:** https://www.cgsmedicare.com/jb/mycgs/password_resources.html

Feedback/suggestions:

- myCGS Recertification: Request confirmation response
- Send the User return affirmation via email or provide a tab in myCGS to view status (confirmation, rejection, pending) of the recertification request. Member (Julie Borman stated they have to call to find out if it was accepted/processed)
- TPE ADRs – Display- Request multiple results (tabs) display screens by TPE round.
- The ADR results screen for multiple TPE rounds is jumbled. Request to separate the result screens (in tabs) by the TPE ADR rounds. R1 results screen, R2 results screen, R3 results screen and view all; to allow the users to view each round result. Also retain the “All” results tab to allow them to view all 3 rounds if they choose.
- If TPE ADRs are going away/silent; then POE AG request Post Pay ADR submission and results in the same manner
- Update forms/screens in myCGS to reflect the 2020 Standard Documentation Requirements.
- Prior- Authorization Check List, ADMC Submission Form (MWC and PWC check lists)
- DME RUL Checklist – This request is already in the works.
 - » Tausha Duncan is working on the RUL tool and website tutorial; she sent a draft to POE for review yesterday.

VIII. Upcoming Events

- Ask the Contractor Teleconference (ACT) on Medicare Updates
 - August 12, 2020, 1:00 p.m. ET/12:00 p.m. CT
- Collaborative Webinar over the recently published article "Insulin Infusion Pumps with Integrated Continuous Glucose Sensing Capabilities and Related Accessories/Supplies – Codes E0787 and A4226 – Correct Coding"
 - September 1, 2020, 2:00 – 3:30 p.m. CT: <https://register.gotowebinar.com/register/5242507034302847248>
- Webinar schedule – Calendar of Events: https://www.cgsmedicare.com/medicare_dynamic/wrkshp/dme_coe/dme_coe_b/jb_report.aspx

IX. FEEDBACK AND SUGGESTIONS

- Webinar FAQs published to date:
 - AFO/KAFO
 - Documentation Requirements: Principles of Documentation
 - Surgical Dressings
- Coming Soon:
 - Encore Webinars (recorded webinars)
 - DMEPOS Inpatient/Skilled Nursing Facility Job Aid

X. OPEN DISCUSSION

No further discussion.