

ADVISORY GROUP MEETING MINUTES

Meeting Date and Time: August 23, 2023, 2:00 p.m. ET

Facilitator: Kathryn Torro, JB POE Sr. Analyst

CGS Representatives: Jonathan Bergey, Angie Cooper, Pam Ferrell, Mandy Hall, Maurdi Wilson, Denise Winsock, Mandy Hall

Advisory Group Members: Missy Cross, Lori Cunningham, Kathy Murzyn, Tonia Burrell Pace, Valarie Sell, Caryn Shelton, Jera Sittin, Angela Spurlock, Pamela Tilbury, Melissa Tomaszewski

Agenda

- I. Welcome & Introductions
- II. myCGS Web Portal Updates
- III. CGS Website Updates
- IV. What's New
- 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 that surveys must be completed quarterly. Kathryn introduced three new POE AG Members:

- Lori Cunningham *Alick's Home Medical Equipment, Inc.*
- Caryn Shelton *Tactile Medical*
- Angela Spurlock *Medi Home Care*

II. myCGS Web Portal Updates

Jonathan Bergey reviewed the updates and improvements to the myCGS web portal:

- a. Version 7.3.13 (Recent Updates)
 - » Historic MSP records (all MSP records within a 16-month span)
 - i. Additional MSP details:
 - Group number
 - Date of loss
 - Maintenance date
 - Source/code description
- b. Version 7.3.13.1 and 7.3.13.2 (Recent Updates)
 - » An assortment of fixes to user-submitted issues on the following screens:
 - i. Prior Authorization Status
 - ii. ADR Detail

iii. Claim Correction

c. myCGS Reminders

- » Per CMS direction, the "MBI Lookup Tool" is intended for use ONLY when a specific patient is not capable of providing their MBI.
- » Be sure to adhere to the myCGS "Terms of Use"
 - i. Using Bots or Scripts in the portal is prohibited
 - ii. Do not share IDs or passwords
 - iii. myCGS IDs are individual, and must not be shared between multiple employees
 - iv. The full "Terms of Use" are displayed every time someone logs into myCGS
 - v. The full "Terms of Use" are also available within the portal
 - Click on "Terms and Conditions" in the footer after login

Jonathan advised the members what is implemented in the myCGS portal is based on user feedback and what users tell us they want in the portal. Jonathan asked the members what they think about the recent portal updates. Jonathan will share the members' comments with the myCGS portal team.

III. CGS Website Updates

Angie Cooper reviewed the website updates and the importance of the MAC Customer Experience (MCE) surveys:

a. Website Updates

- » Continue to evaluate customer satisfaction surveys and website feedback
 - i. This helps identify updates/enhancements
- » Search engine improvements
 - i. Artificial intelligence is working
- » New Tools Added
 - i. Specialty Evaluation for Wheelchairs Lookup
 - ii. New Rental Period Decision Tree

b. Customer Satisfaction Surveys

- » IVR/CSR surveys were launched July 11, 2023
- » The importance of taking the survey and providing feedback
 - i. Comments are reviewed daily
 - ii. Tickets are generated and CMS monitors the feedback
 - iii. CGS tracks enhancements and changes based on feedback
 - iv. Enhancements are published at: https://www.cgsmedicare.com/jb/pubs/enhancements/cust_experience_updates.html
 - v. When providing feedback, leave a telephone number or email address to assist with issues

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- Angie shared recent customer experience feedback, solutions and dates the solutions were implemented
- Angie provided a preview of the “feedback” tab on the website

IV. What's New

Kathryn provided the following updates and asked the members for feedback about education:

- a. New/Revised Dear Physician Letters**
 - » 17 new/revised Dear Physician Letters have been added to the website under “Medical Review” – Physician’s Corner
- b. Documentation Checklists**
 - » The following documentation checklists have recently been revised:
 - i. Enteral Nutrition
 - ii. Osteogenesis Stimulators
 - iii. Oxygen and Oxygen Equipment
 - Beneficiaries meeting Group I & Group II Criteria
 - » The following documentation checklist was recently created:
 - i. Pneumatic Compression Devices
- c. CGS Connect® Program**
 - » Respiratory Assist Devices
 - i. E0470
 - ii. E0471
- d. New Tools & Charts**
 - » Kathryn provided a visual of the following new tools and charts:
 - i. New Rental Period Decision Tree
 - ii. Specialty Evaluation for Wheelchairs Lookup Tool
 - iii. Therapeutic Shoes for Persons with Diabetes: Know the Roles
 - Certifying Physician
 - Nurse Practitioner as “Certifying Physician” Role – Primary Care First Model Demonstration Project
 - Nurse Practitioner and Physician Assistants as “Certifying Physician” – “Incident To”
 - Prescribing Practitioner
 - Supplier

Valarie shared with the group she is a user of the CGS Connect® Program and finds it greatly beneficial.

Melissa shared with the group she is a user of the CGS Connect® Program as well. The review helps when a physician believes something will be covered. After the review we are able to show the physician the decision from medical review to back up what is stated for coverage criteria in the medical policy. The decision is noticeably clear to the physician in “black and white.”

V. POE Education Activities

Kathryn led discussion on the following activities:

- a. Provider Outreach & Education JB/JC Workshop Plan 2023**
 - » Nashville, TN Mega Workshop – August 31, 2023

- » Ann Arbor, MI Comprehensive Workshop – October 11, 2023
 - » Charlotte, NC Mega Workshop – November 15, 2023
 - » Columbus, OH Mega Workshop – November 1, 2023
- b. Upcoming Provider Outreach & Education Events**
 - » KMESA Annual Conference, Lexington, KY – August 29-30, 2023
 - » AOPA 2023 National Assembly, Indianapolis, IN – September 5-9, 2023
 - c. Collaboration and National Education**
 - » A/B DME MAC Collaborative Education
 - i. Surgical Dressings – August 23, 2023
 - ii. Therapeutic Shoes for Persons with Diabetes – October 17, 2023
 - » JB/JC DME MAC (co-branded) webinar
 - i. Surgical Dressings – August 24, 2023
 - » JB/JC DME MAC webinar
 - i. Therapeutic Shoes for Persons with Diabetes – October 17, 2023
 - d. Post PHE Education Updates**
 - » ACM (Ask the Contractor Meeting)
 - i. Held on May 8th and 12th, 2023
 - Transcripts published
- Joint DME MAC Publication – “Claims Submission Instruction – Continued Use of Modifier CR and COVID-19 Narrative” revised
 - Collaborative Post COVID-19 PHE Q&A
 - **New!** Online Education Course – “Post COVID-19 PHE”
 - “Get Answers to Your Post-PHE Billing Questions” – Article August 8, 2023

Kathryn asked the group if anyone was going to attend the Nashville Mega Workshop on August 31st.

Caryn advised she will be attending. Congratulations to Caryn! Caryn is new to POE AG; this is her first meeting, and this will be her 3rd workshop she will be attending this year.

VI. Feedback and Suggestions

Kathryn provided the following suggestion from POE AG member Mary Ellen Spradlin:

- a. MBI Education**
 - » Suggestion
 - i. Mary Ellen Spradlin suggested providing education on how to find MBI numbers when the ID has changed regarding recent breach with Maximus
 - » Solution
 - ii. CGS published “What to Do if the MBI Changes” September 5, 2023
 - <https://www.cgsmedicare.com/jb/claims/sub/mbichange.html>

Kathryn asked the members to continue to think and provide ideas regarding MCE surveys and provider education strategies and efforts.

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VII. 7. Proposed Upcoming Meeting Date

December 13, 2023 – placeholder for meeting sent to members

Meeting Adjourned