Meeting date and time:
October 23, 2018 2:00 p.m. – 4:00 p.m. EST
Facilitator: Terri Shoup-Zych
CGS Representatives: Terri Shoup-Zych, Ashley DeCoteau, Liz Daniels, Cheryl Haynes, Gary Warczak, and Tracy Sessoms
CMS Representatives: N/A

Agenda

I. Feedback: myCGS Enhancements
II. ANSI Denial Guide/Claim Denial Resolution Tool
III. 2019 Workshop Ideas
IV. Feedback Regarding Webinars
V. Upcoming Educational Opportunities
VI. Open Discussion
VII. Determine 2019 Meetings

Terri welcomed everyone to the 4th quarter POE AG meeting. She introduced herself as well as the rest of the associates representing CGS.

Cheryl Haynes started by mentioning that myCGS version 5 went in on the first weekend of October. She is aware of the issues with the release and understands the impact. She advised that CGS has made it a priority to fix the issues. Version 5 was a complete re-write of the portal. The portal is currently stable, with faster response times on all of the transactions. She stated that CGS timed transactions before and after the release of the new version and the speed of transactions were increased 10-20 seconds, especially with CMNs. She advised that we will continue to monitor the portal so we can react quickly to any issues that arise. Cheryl then asked the group for feedback regarding the recent changes.

• A POE AG member advised they used the claim inquiry screen and liked the changes. It was easy to get around and get the data needed.

• A POE AG member stated that the PTAN and NPI drop downs are easier and much faster than they used to be. Cheryl stated that this was one of the things that was focused on for the new release.

Cheryl next reviewed what was coming up in the future with myCGS. Back in January of this year, CMS published an updated Acceptable Risk Safeguards document, ARS 3.1. All Medicare portals are required to be ARS 3.1 compliant no later than November 30, 2018. For myCGS, this means three key things. First, there will be a shorter “time out” period per session. Currently, users “time out” if they have not used the screen in 30 minutes. The requirement under ARS 3.1 is 15 minutes. The next change is a shorter inactive period, meaning the last time since a successful login. This includes using the MSA to count as a successful login. Currently, we disable user accounts if not logged in after 60 days. Under ARS 3.1, the requirement is now 30 days. The third change will only impact Designated Approvers (Das) and the Authorized Officials (AOs) of your company. We are trying to come up with ways to limit the impact. The ARS 3.1 requirement changes recertifications from annually to every 90 days. This means that we have to recertify all of the designated approvers back through the AOs every 90 days, and every DA has to recertify all of their end users every 90 days. Those are all of the changes associated with ARS 3.1. The good news is we will not have to make any changes to the login process itself. There will be no changes to the password rules for any of our external users, and there will be no changes to access rules or registration. We plan to put the changes in as quickly as possible, but it will be no later than November 30 which is the CMS deadline.

• A POE AG member asked if the Designated Approver is the individual with each company? Cheryl clarified that the DA is the one set up for each company to approve all the other users within the company.

• A POE AG member asked if they will be notified about the change. Cheryl said that we will be sending out lots of communication about this. CGS is also looking at ways to make sure the DAs know when the certification for their users is due.
• A POE AG member asked if they would get an email directly or if this communication would be in the form of a listserv. Cheryl said that educational material would go out in the form of a listserv, but they should also get a direct email notifying them of when certification is due.

• A POE AG member asked if these emails would be similar to the password expiration reminders. Cheryl said yes, except these will only go to the DA and list the users who are due to be recertified.

Tracy Sessoms added that with the recertification, there is a tab within the DA user management where suppliers can see when recertifications are due. They can use this information and do not have to wait for the emails.

Cheryl mentioned next that myCGS has another release scheduled for early to mid December which will include a couple of changes. First, we are updating to coincide with the HETS data so that suppliers can request up to four years of SNF data in one year increments. That will be coming in early December. In mid December, we are looking to add our first submission function. We are looking at an MR ADR summary screen that lists all claims with additional documentation requests (ADR), and you won’t have to look up by beneficiary. Suppliers will be able to view letters and upload documents. Cheryl turned it over to Tracy to share more about this release.

Tracy stated that when a user is logged into the portal, there will be several ways to see this information for ADRs. First, when checking claim status in the claims tab, you currently have claims status, then pending claims and order RA. Underneath claims status, we will be adding an ADR sub tab. Also, if you choose claims status and by chance an ADR was sent, if you click on the CCN, where currently there is an Order RA button, where we will also be adding an ADR button. So suppliers will be able to use that ADR button in the claims status, or can do claim specific. If suppliers choose the ADR sub tab rather than claim status, it will take them to the same spot. That will put you in an ADR detail screen, where you can put in a date range. The date is based on the date the letter was generated. The search will give every ADR sent within that date range. The results will include the following: date CGS received the documentation; if another development letter was sent based on elements missing; the status (open, closed, or pending); the completed date; the review results; a response button to send documentation; and the option to view a printable PDF of the ADR letter. When suppliers submit documentation, the portal will confirm how many megabytes were received. There will be a cover page will include the CCN, the medicare ID, beneficiaries name, date of service, HCPCs, NPI, PTAN, the ADR letter number, and the julian date (based on date submitted). The confirmation page will show the date and time submitted, as well as how long it might take to process.

Cheryl added that when suppliers are faxing, it takes up to two business days for a document to get into our workflow system, which is where we pull the status from. This means it can take up to two business days before you can check the status of your submitted documentation.

Cheryl stated that the ADR process we are building is basically the proof of concept for viewing and submitting documentation of other types. So when this rolls out in December, it would be very helpful to us if POE AG members could try out the process quickly and give feedback. We hope to take this same process next year to redetermination, reopenings, and prior auth submissions.

• A POE AG member asked if there is anyway to track the enhancements that they submit. Cheryl said that we track them internally in an issues log and an enhancements log, but she will take a look at that option on the alerts page. This will be discussed offline.

• A POE AG member said they had examples of eligibility and CMNs that were wrong. They had a lot of advantage plans that wouldn’t show up on eligibility, and wondered if these issues have been resolved. Tracy asked if the advantage plans not showing up was recent or back in March and the member said it was as recent as July. Tracy said that there are two different places information is pulled from, and that HETs sends the HMO information. When they have the update and send to us, is when the information is available to suppliers. She said she believes this has been resolved, but asked to notify her through the call center if there are still issues that are found.

II. ANSI Denial Guide/
Claim Denial Resolution Tool

Liz Daniels started off by demonstrating the Claim Denial Resolution Tool for the group. The first example is to type in a reason code ‘50’ and a remark code ‘N225’ and the results populate. The tool gives information about the remittance advice message for that specific code, as well as information on the resolution, for example if it should go to redetermination or a reopening. Sometimes there are multiple possible reasons for this code, so suppliers may see multiple reasons listed under the resolution or possible issues that may have caused the claim to deny or reject in that manner. If no results display when inputting the reason and remark code, suppliers have the option to search with just the reason code. Liz showed an example using only the reason code ‘16’. All of the ANSI Reason 16 and all related Remark codes opulate. The majority of denials should be included in the tool. Liz asked for feedback on the tool or for any suggestions.

• A POE AG member stated the tool is pretty helpful.
Liz asked if anyone has had any issues with the search function, or if it would be helpful to have drop down options for the reason and remark codes.

- A POE AG member advised they tried it and had not had any problems.

Liz asked if anyone sees any reason why we should not remove the former ANSI Denial Guide from the website.

- A POE AG member said they think it would be fine to remove it, and that the new tool is much more helpful.

Liz showed one additional example, typing 16 into the Reason Code and N40 in the Remark Code. This example showed no response and prompted the supplier to search with only the Reason Code.

### III. 2019 Workshop Ideas

Terri stated that JB had a successful round of 2018 workshops which wrapped up last month and they are getting ready to start planning for 2019. She showed a list of the topics that were included in the 2018 workshops and briefly reviewed them. The topics included Documentation Requirements, Life of a Claim, Oxygen, Self-Service Tools, Medicare Updates and a Q&A Panel. In three out of four workshops, a guest speaker from the local A/B MAC attended. Terri asked what sessions the POE AG would like to see in the 2019 workshops.

- A POE AG member recommended a session on replacement past the 5 year reasonable useful lifetime (RUL).
- Terri mentioned that she received feedback from a POE AG member by email stating that they enjoyed the format of the workshops, but thought timing was an issue with too much packed into one day and not enough time for the Q&A Panel.
- A POE AG member stated that when a specific policy, like Oxygen, is presented; another option should be given so that attendees have more than one option during that time. Terri liked the idea, and also mentioned we realized it could be an issue so we scheduled that session next to lunch in case those who didn’t provide Oxygen wanted to take a longer lunch rather than attending the session.

Terri asked next for feedback on the time frames. She advised that in 2018 the workshops started in late spring and finished in early fall.

- A POE AG member stated she liked the spring and fall, but during the summer a lot of staff are out of the office and unable to attend.
- A POE AG member advised that spring worked best for them. Terri asked if a one day session or a day and a half would be better.
- A POE AG member stated that the one day session was just about perfect in length.

- A POE AG member agreed that one day session is just about perfect. Taking staff out of the office for two days may result in fewer participants.

Terri asked which topics the group would like to see in 2019.

- A POE AG member suggested Power Wheelchairs and Condition of Payment Prior Authorization.
- A POE AG member suggested Break-in-Service, Break-in-Need, and RUL.
- A POE AG member suggested a session on ABNs and Upgrades.

Terri stated that in 2018, JB held comprehensive workshops in four states, and then worked with JC to do a mega workshop with multiple sessions going on at one time. She asked if POE AG would like to see these mega workshops in JB, or continue with the comprehensive workshops.

- A POE AG member stated that parts of the general sessions do not apply to everyone and they preferred the break-out sessions.
- A POE AG member said the one day with break-out sessions is better if more than one staff member is going, so they can “divide and conquer”.

Terri asked if there were other suggestions for guest speakers, or should the A/B MAC be the guest speaker again.

- A POE AG member advised he did not get much out of the A/B MAC guest speaker and thought the time could have been better used.
- A POE AG member said it would be nice if Dr. Brennan could be there and give her insight.

Terri told the group to email her with any additional feedback and thanked those members who attended a workshop in 2018.

### IV. Feedback Regarding Webinars

Terri asked for feedback in regards to webinars to help POE prepare the 2019 webinar schedule. She asked if the current webinar times meet the POE AG members needs, or if earlier or later times would benefit their staff.

- A POE AG member stated they hadn’t had any issues with timeframes, and work around them if need be.
- Another POE AG member agreed.

Terri shared that she received an email from a POE AG member who stated their billers review EDI files every morning, so it is difficult for them to attend morning sessions. They asked if there could be rotation between morning and afternoon sessions.

Terri asked if anyone would prefer webinars to be hosted during lunch time.
• A POE AG member said this would not work.
• A few other POE AG members agreed.
Terri asked if there are any days of the week that work best to host our webinars.
• Multiple members agreed that any day other than Monday or Friday would work.
• Terri shared that she received an email from a POE AG member who stated that Mondays and Tuesdays did not work, and that mornings were difficult.
Terri asked about hosting multiple webinars within one day. For example, we usually host Medicare 101 and Medicare 102 every month. Terri asked for feedback on whether we should change this to host Medicare 101 in the morning and Medicare 102 that same afternoon. She also suggested the idea of hosting a basic policy webinar in the morning and then something more complex in the afternoon.
• A POE AG member said that that would be overwhelming and too much information in one day.
• A POE AG member stated they didn't think their staff could get away for two meetings in one day. They felt that we should do one webinar on one day, and the other the next day to give the attendee time to digest the information.
• A POE AG member asked to avoid the last four days of the month for webinars.
Terri requested feedback on the Medicare 101 and 102 webinars which are currently hosted every month. She asked if these webinars are beneficial, if new staff are being sent to them, and should they continue to be monthly.
• A POE AG member said they send all new staff to these webinars, and all staff attends them on a yearly basis as a refresher. She would like to see them continue monthly.
• A POE AG member asked if these could be added to the online education portal. Terri said that some of this information is available in our online education portal. These would be in the Welcome to Medicare series.

V. Upcoming Educational Opportunities

Terri displayed a slide with all upcoming webinars in November and advised registration is currently available on our website.

VI. Open Discussion

Ashley DeCoteau mentioned that based on POE AG and supplier feedback, POE is working on a same or similar chart or tool. She asked if the members were using similar tools, and if so, what did they like or not like. She also asked the group if they would prefer to see this as a tool with a search feature or just a chart.
• A POE AG member said a chart would work fine.
Ashley asked for emails with any suggestions or feedback over the next few weeks.
Terri asked if any members had any other topics or items for open discussion.
• A POE AG member said they noticed when sending discs electronically, they are not getting entered into the system. Another POE AG member stated they are experiencing the same problem. Terri asked for them to send examples including a CCN and she will look into it.

VII. Determine 2019 Meetings

Terri said that we usually take the opportunity during the last meeting of the year to set a schedule for the following year so everyone can plan ahead to attend. She showed proposed meeting dates for 2019 (February 20, May 22, August 21, and November 13). All meetings are proposed to take place on a Wednesday, and all start at 2:00 p.m. EDT. Terri asked if anyone sees any potential conflicts with these dates.
• A POE AG member said to check November 13 as this is usually around when the CBT Symposium occurs.
Terri said that these dates will be considered tentative, and she will double check on the November 13th date. She also mentioned that we are considering doing an in-person POE AG meeting in 2019. She asked the group if their preference would be to meet in Indianapolis or Nashville.
• A POE AG member asked if there would be more participation from CGS if it was done in Nashville. Terri stated the reason we may do Nashville is that most staff is in house there, and we would have access to a room at our headquarters. It could also be a potential to do the meeting the same week as Council or the same week as the mega workshop in Nashville. The POE AG member said she would prefer Nashville for those reasons.
Terri stated that if we did decide to host in Indianapolis, we would also piggyback off of the Council meeting or possibly a workshop.
• A POE AG member said they prefer Indianapolis.
• A POE AG member said they would prefer Nashville and their boss would prefer Indianapolis.
• A POE AG member stated they prefer Nashville.
• Another POE AG member stated they prefer Nashville.
• A POE AG member advised they prefer Indianapolis.
Terri stated she will send out a list of dates and ask those who were unable to attend their preference for in-person.
The meeting was adjourned.