

## ADVISORY GROUP MEETING MINUTES

**Meeting Date and Time:** November 9, 2022, 2:00 p.m. ET

**Facilitator:** Kathryn Torro, JB POE Sr. Analyst

**CGS Representatives:** Dr. Stacey Brennan, Teresa Camfield, Maurdel Wilson, Tausha Duncan

**Advisory Group Members:** Melissa Tomaszewski, Suzanne Gritzinger (in place of Mary Ellen Spradlin), Tonia Pace Burrell, Jera Sitton, Crystal Young, Valarie Sell

## Agenda

- i. Welcome & Introductions
- ii. What's New
- iii. myCGS Web Portal Updates
- iv. CGS Website Updates
- 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 announced Dr. Stacey Brennan's retirement. Dr. Brennan has served as the Jurisdiction B Medical Director for the DME MAC since December 2009. Dr. Brennan also has Medicare experience as the Medical Director for Part A, Home Health & Hospice and Part C Medicare, and she served as a Medical Director for the Qualified Independent Contractor (QIC).

Dr. Brennan shared her experience working with CGS and the JB POE AG and thanked everyone for the opportunities and advice from the members. Dr. Brennan also discussed some of the issues that the supplier community has expressed, including education for treating practitioners and auditing entities within Fee-For-Service Medicare. Dr. Brennan will conclude her career in administrative medicine in January 2023.

Kathryn announced Dr. Sunil Lalla has been appointed the JB Executive Medical Director to succeed Dr. Stacey Brennan. Dr. Lalla has over 25 years of experience as a clinical surgeon. He is board certified, twice recertified by the American Board of Surgery, and a Fellow of the American College of Surgeons. Dr. Lalla also has extensive experience as an A/B Medical Director with another MAC prior to joining CGS Administrators, LLC. Dr. Lalla has been in the role of the CGS Research Medical Director for JB and JC since September 2021.

Kathryn announced Teresa Camfield's retirement. Teresa's career in the healthcare industry began in 1979 and spans over four decades. Her background includes certified nursing assistant (CNA), hospital

services, and home health & hospice. Teresa also has Medicare experience as the Region C DMERC, Senior Ombudsman, DMEPOS Supplier Billing & Compliance Management. Teresa has been in the role of the Jurisdiction B DME MAC, Provider Relations Senior Analyst since August of 2019. Teresa will conclude her career with CGS in January 2023.

## II. What's New

Kathryn reviewed DMEPOS change to enrollment contractor:

- a. DMEPOS National Provider Enrollment (NPE)
  - » Effective November 7, 2022
  - » What's Changing? Two new contractors will process DMEPOS enrollment applications
  - i. NPE East: Novitas Solutions: Responsible for DMEPOS activities for suppliers located east of the Mississippi River <https://www.novitassolutions.com/webcenter/portal/NovitasSolutions>
  - ii. NPE West: Palmetto, GBA: Responsible for DMEPOS activities for suppliers located west of the Mississippi River <https://www.palmettogba.com/palmetto/npewest.nsf>

## III. myCGS Web Portal Updates

Kathryn reviewed the Same/Similar updates and improvements to the myCGS web portal:

- a. Version 7.3.2 released on July 25, 2022
  - » Same/Similar tab
    - i. Same/Similar searches will now default to search for only the current DME MAC Jurisdiction, rather than both jurisdictions
    - ii. Searching for both Jurisdiction B & C at once remains an option but will take longer
    - iii. The inactivity timeout has been extended to 30 minutes, per updated CMS guidance
- b. Version 7.3.3 released on September 1, 2022
  - » Same/Similar tab
    - i. Same/Similar requests should now be returning consistent and correct results
    - ii. Partial HCPCS searched enabled
      - Enter only first 1-4 digits of a HCPCS code (i.e., "E139" for E1390)
      - HCPCS range search currently available
    - iii. Order of claims displayed will now default to date order (oldest to newest)
    - iv. NPI Registry link on "Eligibility and SNF/Hospital Screens" is now working

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- c. Version 7.3.4 released on October 4, 2022
  - » Same/Similar tab
    - i. HCPCS range search is now available
    - ii. The keyboard shortcuts to select Jurisdiction B or Jurisdiction C are now working
    - iii. Internet Explorer (IE) users are now blocked from using myCGS web portal

## IV. Website Updates

Kathryn reviewed the following website enhancements:

- a. New Website Search Engine
  - » CGS will implement a new, improved search engine which is modern, intuitive, and user-friendly, utilizing artificial intelligence to anticipate user's needs and tailor results
    - i. The new search engine will take some time to become accustomed to our site (to access its full artificial intelligence capabilities)
    - ii. More information to come in 2023
- b. Frequently Asked Questions (FAQs)
  - » FAQs are now divided into two sections
    - i. Current Frequently Asked Questions (FAQs)
    - ii. POE Questions and Answers
      - Questions will come from a variety of sources to benefit the entire population (i.e., webinars, call center inquiries, workshops, etc.)

**Comment:** Tonia Pace Burrell stated that she did like the new format

- c. Comprehensive Error Rate Testing (CERT) Self-Service Tools Updates
  - » CGS collaborated with the CERT contractor to update self-service tools regarding CERT review results
    - i. CGS updated the CERT Claim Identifier (CID) tool with an external link to the CERT Contractor's Claim Status Tool
    - ii. The CERT Contractor updated their Claim Status Search tool to include the review status when completed to include the completion date and to contact the appropriate MAC. CERT contractor also includes CGS link for more information on a completed CERT audit

**Comments:** Valarie Sell shared that this is a good tool for the company, as it reduces the call center volume. Kudos from Melissa Tomaszewski – she again reinforced that it lowers the call volume to the call center.

## V. POE Educational Activities

Kathryn provided information about the upcoming in person events and collaborative webinars:

- a. Upcoming In Person Events
  - » CGS IMPACT Conference
    - i. The CGS DME and J15 Provider Outreach and Education teams will host the CGS IMPACT

Conference at the Music City Center in Nashville, TN on February 27-28, 2023.

- ii. This 2-day conference will feature 4 keynote sessions, over 30 breakout sessions, exhibitors, and networking opportunities for DME suppliers, Part A, B and Home Health & Hospice providers
  - We're looking for speakers and exhibitors. Contact Denise Winsock or Kathryn Torro if you are interested.
  - Interested in attending? Follow the link to register today: <https://web.cvent.com/event/aea8fd49-497d-4dbc-97da-8166d8e32c3b/regProcessStep1>

**Comment:** Kathryn encouraged everyone to share their ideas and thoughts and register for this exciting event. Members suggested reaching out to Rose, as she was not in attendance.

» A/B MACs

- i. CGS Administrators, LLC and Noridian Healthcare Solutions will present a DME Collaborative Oxygen webinar on December 13, 2022 at 2 pm ET.

**Comment:** Teresa Camfield advised the collaborative education will be for treating practitioners and the elimination of CMNs and DIFs will be discussed, as this elimination is a directive from CMS. Tonia shared she will be very interested to receive information and feedback on the next meeting regarding this collaborative education.

## VI. Feedback & Suggestions

Kathryn asked for any additional feedback or suggestions.

- a. All agree that a wish list item would be for the same/similar tab in the myCGS web portal to show all jurisdictions in the search. Kathryn advised she would provide feedback to the myCGS team.
- b. Listen & Learn: Tonia Pace Burrell would like to be notified ahead of time the schedule events for the "Listen & Learn" webinars

### Indianapolis, IN Workshop

Kathryn mentioned CGS is scheduling the last JB workshop in Indianapolis, IN.

**Update:** The Indianapolis, IN workshop is scheduled for December 15, 2022. Follow the link to register today: [https://www.cgsmedicare.com/jb/education/indianapolis\\_2022.html](https://www.cgsmedicare.com/jb/education/indianapolis_2022.html)

**Suggestion:** Tonia Pace Burrell mentioned a workshop in Chicago. Kathryn will share with CGS for planning workshops in 2023.

## VII. Proposed 2023 Meeting Dates

Kathryn asked the members to provide feedback regarding proposed 2023 meeting dates.

Tonia and Valarie suggested the 2nd month any week. All agreed.

- February 8, 2023 at 2:00 p.m. ET

**Meeting Adjourned**