

ADVISORY GROUP MEETING MINUTES

Meeting date and time:

November 17, 2020 2:00 p.m. - 3:00 p.m. EST

Facilitator: Denise Winsock**CGS Representatives:** Ashley DeCoteau, Kathryn Torro, Stacie McMichel, and Teresa Camfield**CMS Representatives:** N/A**Advisory Group Members:** Tonja Adams, Mary Ellen Spradlin, Kathleen Murzyn, Carolyn Basford, Tonia Pace, Valarie Sell, Pamela Tilbury, Melissa Tomaszewski, and Jera Sitton

Agenda

- I. Roll Call & Purpose
- II. Jurisdiction C Contract Update
- III. Updates and Changes
- IV. POE Educational Activities
- V. Feedback and Suggestions
- VI. Open Discussion

I. Roll Call & Purpose

The primary function of the Advisory Groups are 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. JURISDICTION C CONTRACT ANNOUNCEMENT

Denise provided an update, that CMS announced on August 20, 2020, that CGS was awarded the Jurisdiction C DME MAC

contract for another seven years. The contract period goes from Sept 1, 2020 - Aug 31, 2027.

CGS was the previous contract holder which will result in a seamless transition for DMEPOS suppliers. We do not anticipate any interruptions in processing, changes in contact numbers/addresses, supplier cash-flow.

More information can be located at the following link:

<https://www.cgsmedicare.com/jc/transition.html>

III. MUE CLAIM ALERT ISSUE

MUE claim alert issue regarding erroneous denials for the CO 151 and MA01.

Jurisdiction B has finalized Step One, and that is where claims processors went through and adjusted the claims to make them look like as they were when originally submitted. Jurisdiction B is now into the second phase of the adjustments in processing the correct remittance and the claim decisions.

IV. MEDICAL REVIEW UPDATES

The TPE or the Targeted Probe and Educate program is still on hold. However, Medical Review has started conducting the widespread post-pay service specific reviews of items/services provided before March 1, 2020. The items being reviewed post-pay are Ankle-Foot Orthosis; Ostomy Supplies; Urological Supplies; Knee Orthosis; Surgical Dressing-Alginate; Blood Glucose Test Strips; and Lumbar-sacral Orthosis.

The Targeted Probe and Educate (TPE) program will restart later. The MACs will continue to offer detailed review decisions and education as appropriate.

V. EDUCATION FOR MEDICAL REVIEW ACTIVITIES

Jurisdiction B in collaboration with Medical Review is conducting an ACT call on Widespread Post-Pay Service Specific reviews on November 19th. Also, POE and MR will be collaborating on upcoming webinars specific to post-pay reviews, the topics are Knee Orthosis (November 23rd) and Urological Supplies (December 16th).

MR and POE will continue to collaborate conducting similar webinars in the upcoming year, 2021.

VI. EDUCATIONAL OPPORTUNITIES

The Enteral and Parenteral Nutrition LCDs and policy articles are retiring, effective for date of service on or after November 12, 2020.

The reasonable and necessary criteria will be based on the NCD 180.2 and there is more information within the following links:

JURISDICTION B DME MAC ADVISORY GROUP MEETING MINUTES

- Enteral Nutrition: <https://www.cgsmedicare.com/jb/pubs/news/2020/10/cope19135.html>
- Parenteral Nutrition: <https://www.cgsmedicare.com/jb/pubs/news/2020/10/cope19136.html>

VII. CGS MEDICARE UPDATES

We do have a CGS Medicare APP, available for download, which does have the AME tool, calendar of events, calculators and the MBI Name to Number Converter, along with access to many other helpful links available on our website

VIII. CGS WEBSITE UPDATES

We have been conducting an ongoing review of our website which is headed by our website review workgroup. Currently, the Medical Review and Claim Submission sections have been revised and updated.

There is a new listserv platform and pop-up for the listserv registration. We also have the myCGS pop-up survey versus the feedback option. The feedback option, located on the right side of the Web page, allows users to access and provide feedback anytime.

IX. WEBSITE UPDATES: SELF-SERVICE TOOLS

The Remittance Advice Tutorial was added to our tools section in late October. It's a fairly simple process in which you hover over a section of the remittance advice and it will assist suppliers with interpreting the information found on remittance advices.

A new online education course, Negative Pressure Wound Therapy (NPWT), was added to our website mid-October. This OEC reviews coverage, criteria, billing and documentation requirements.

X. POE EDUCATIONAL ACTIVITIES

Jurisdiction B, in collaboration with Medical Review, is conducting an ACT call on Widespread Post-Pay Service Specific reviews on November 19th.

CGS has a list of Encore Webinars available on our website. The Encore Webinars will be available via direct link from POE, for 4 weeks, to view and interact with on your time. Encore link: <https://www.cgsmedicare.com/jb/education/encore.html>

We are enhancing our LiveLine PLUS webinars to include top claim denials, documentation examples, CERT and frequently asked questions. With this enhancement, it is more geared to see the common errors and the ability to check your claims for any necessary corrections after viewing the webinar.

Feedback: Have a chat feature on the website where all you need to do is click on "chat" and the ability to ask questions to someone, even after hours.

XI. HOME INFUSION THERAPY EDUCATION

If you're thinking about billing for the services for home infusion therapy, here's an opportunity to attend education with your AB

MAC, to learn how to enroll for and bill for home infusion therapy services. And again, these sessions are being facilitated by the A/B MAC for their corresponding jurisdictions. <https://register.gotowebinar.com/register/1984768432162405136>

XII. 2021 POE EDUCATION PLAN

Webinars:

- | | |
|----------------------------|---------------------------------|
| • Orthotics & Prosthetics | • Orthopedic Footwear |
| • Surgical Dressings | • Ostomy Supplies |
| • CPAP | • Glucose Monitors and Supplies |
| • Oxygen | • Immunosuppressant Drugs |
| • Urological | • Medicare 101 and 102 |
| • Diabetic Shoes | • Documentation Requirements |
| • Infusion Pumps and Drugs | • Self-Service Tools |
| • Manual Wheelchairs | • Auditing Entities |
| • Osteogenesis Stimulators | |

Workshops

- Nashville, TN (MEGA) – September
- Middleton, WI – October
- Columbus, OH – November

Feedback/Suggestion:

- "Tanya, Columbus is great."
- "This is Pam. I would love the idea of a virtual event, so more people could attend."
- "I'm OK with the virtual as long as it's interactive, you know, we have ample amount of time. Aside for questions."
- "Virtual workshops should be split up between two days"

XIII. PRIOR FEEDBACK AND SUGGESTIONS

Implemented:

- Encore Webinars (recorded webinars)
- DMEPOS Inpatient/Skilled Nursing Facility Job Aid: https://www.cgsmedicare.com/pdf/dme/dme_inpatient_hosp_snf_job_aid.pdf
- Add revision/update date to Prior Authorization Web page

Pending:

- myCGS Recertification: Request confirmation response
- ADR Letters displayed in myCGS

XIV. OPEN DISCUSSION

Suggestions: "Can someone summarize the CMS Public Health Emergency calls that occur every Tuesday?"