

ADVISORY GROUP MEETING MINUTES

Meeting Date and Time: December 8, 2021, 2:00 p.m. ET

Facilitator: Kathryn Torro, JB POE Sr. Analyst

CGS Representatives: Jonathan Bergey, Tausha Duncan, Teresa Camfield, Rachel Sinclair

Advisory Group Members: Missy Cross, Andrea Hansen, Paula Koenig, Kathleen Murzyn, Rose Schafhauser, Valarie Sell, Jera Sitton, Pamela Tilbury, Melissa Tomaszewski, Mary Ellen Spradalin

Agenda

- I. Welcome and Introductions
- II. What's New
- III. CGS Website Updates
- IV. myCGS Web Portal
- V. POE Educational Activities
- VI. Feedback & Suggestions
- VII. Proposed 2022 Meeting Dates
- VIII. Open Discussion

I. Welcome and Introductions

Kathryn welcomed the group and made introductions. Kathryn introduced Maurdel Wilson and Tausha Duncan, Sr. Provider Relations Analysts, to the POE AG members. Kathryn also discussed the Community Coach Program, the purpose of the program, and the JB territories for each Provider Outreach and Education Sr. Analyst.

II. What's New

Kathryn discussed the following topics with the members:

COVID-19 Public Health Emergency (PHE)

- There have been no recent updates as to when the non-enforcement for certain policies will end, and there is no additional information regarding continued coverage after the end of the Public Health Emergency (PHE). Kathryn reminded everyone to continue to append the CR modifier and COVID-19 in the narrative field if the claim is affected by the PHE. <https://www.cgsmedicare.com/jb/covid-19.html>. Reminder: If the initial claim was denied as not medically necessary due to missing the CR modifier and "COVID-19" narrative, the claim must be sent to a written reopening for correction.
- **Comment:** Kathryn opened the line for any suggestions.
- **Feedback:** Paula suggested a reminder every so often in regard to the Public Health Emergency (PHE) and COVID-19 billing instructions.
- **Comment:** Rachel Sinclair agreed it would be a great idea to every now and then send out an email notification about

COVID-19 and where suppliers can find resources on the CGS website.

- **Feedback:** When CGS sends out updates electronically for COVID-19, the announcement should state "no change" if there is not a change.

K0553 CGM Supply Allowance

- Effective November 15, 2021, CGS started processing claims with HCPCS code K0553 billed with a span date as unprocessable claims. These claims must be corrected and then submitted as a new claim. There are no appeal or reopening rights to these claims. The date of service should not be billed with a span date. The "From" and "To" date fields should be the same, and no more than 1 unit of service is billable for each date of service. HCPCS code K0553 is billable every 30 days. <https://www.cgsmedicare.com/jb/pubs/news/2021/10/cope23770.html>
- **Comment:** Kathryn opened the line for suggestions or feedback.
- **Feedback:** Paula suggested sufficient notice in the future to update software systems, and she said requesting a minimum of a 30-day notice would be beneficial.
- **Question:** Paula asked why the K0553 is different from other supplies because you bill it every 30 days, but you may or may not be providing the supplies on that date. Why is this treated so differently than other supplies?
- **Answer:** Kathryn compared the supply allowance as comparable to oxygen contents. Both the supply allowance for CGMs and or contents for oxygen may be delivered up to a 90-day supply. Suppliers are instructed to hold claims and bill only every 30-days. The supplier must ensure the beneficiary has sufficient amount of supplies/contents to last 30-days. If there is not a sufficient amount of supplies/contents, suppliers must furnish supplies/contents to the beneficiary to last 30 days and may not bill for any additional supplies/contents.

Resumption of Targeted Probe and Educate (TPE) Program

<https://www.cgsmedicare.com/jb/pubs/news/2021/08/cope23173.html>

- TPE Medical Review Strategy
- CMS announced the restart of the TPE program on August 12, 2021
- Any post-payment reviews already in process will be completed
- All TPE cases opened during the PHE are closed
- If a supplier has a specific question regarding a TPE audit, they can email Medical Review
 - JB.TPE.Inquiries@cgsadmin.com

III. CGS Website Updates

Rachel Sinclair, e-Business Web Content Specialist, reviewed the following recent website updates:

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Video Education

- CGS published a 4-minute video which provides step-by-step instructions on how to install "Google Authenticator" for the myCGS web portal. Google Authenticator provides instant multifactor authentication (MFA) codes for DME myCGS logins. https://www.cgsmedicare.com/jb/education/video/vid_authenticator.html
- CGS published a new Medicare MinuteSM video for "Targeted Probe and Educate Resumes." The video discussed updates on Medical Review activities and the resumption of TPE. https://www.cgsmedicare.com/jb/education/video/vid_tper.html

MAC Customer Experience (MCE) Enhancements were made based on MCE survey feedback:

- Redesigning <https://www.cgsmedicare.com> homepage to clarify jurisdictions and increase visual graphics
- Creating 4-minute Google Authenticator video for step-by-step instructions
 - This video was ranked #2 in the most viewed video education CGS has to offer from August 2021 - October 2021
 - Releasing myCGS 7.2 with improved Registration and Recertification processes
- New surveys were added on the following dates:
 - TPE Website Survey – October 1, 2021
 - TPE Letter Survey – November 1, 2021
 - Prior Authorization Website & Letter Surveys – December 6, 2021
- Feedback:** Andrea advised the updated website looks very nice. Andrea spoke to some billing staff, and they expressed that it has been very helpful as well.
- Comment:** Rachel thanked Andrea for the feedback and sharing her experience.
- Feedback:** Valarie expressed how she likes the new format of the website and how items are laid out.

IV. myCGS Web Portal

Jonathan Bergey, Business Analyst III – Technical Writer, reviewed the new external registration process, annual security update, recertification screen, and self-recertification for "Designated Approvers" in the myCGS web portal: <https://www.cgsmedicare.com/jb/pubs/news/2021/11/cope23986.html>

myCGS 7.2 Updates

- The myCGS 7.2 version introduces a redesigned process to include the following features:
 - Easier and faster registration for a new user
 - Simplified and automated process for Designated Approvers (DAs)
 - 100% registration process built into my CGS directly
 - Removal of Authorized Officials from the myCGS registration process
 - DAs register directly in myCGS without the involvement from the Authorized Official
 - Streamlined registration process for both DAs and End Users (EUs)
 - New self-recertification process for DAs

- Redesign of the recertification screen used by DAs, which will allow DAs to recertify EUs. Also, recertification will be every 365 days instead of 90 days. This will begin after the next recertification period.

myCGS 7.2 includes several fixes

- Documents not displaying correctly in myCGS has been fixed
- Case ID has been added to ADR searches
- New TPE letter types have been added to the "ADR Education Summary"
- The issue with Redeterminations "No Claim on File" error has been fixed
- The issue with Prior Authorization requests showing under "ADMC status" has been fixed
- Complete instructions for new registration and account management features has been updated under "myCGS Registration and Account Management Guide" https://www.cgsmedicare.com/jb/mycgs/pdf/mycgs_registration_guide.pdf

myCGS Updates – Designated Approvers

- Tips for using check information to register/recertify. Use check information that is at least two weeks old. myCGS web portal may not be able to verify checks issued within the two previous weeks.
- Location of the correct check number
 - Go to the "Order RA" screen in the myCGS web portal
 - Click on the "View" button to view a copy of the Remittance Advice (RA)
 - Look at the "Statement #" found in the top-right corner of the RA
 - Drop any leading zeroes (000) when entering the check number
 - Reminder myCGS web portal uses the "Statement #" found on the RA as the check number. This may be different than the check number you are expecting to use. Some third-party software drops the "Statement #" from the RA; therefore, you may not see the correct number on the RA. Log into myCGS to obtain the correct check number.
- Feedback:** Pamela commented on obtaining CERT information in the myCGS web portal. She suggested having the ability to obtain the same information from the CERT tool by using the myCGS web portal.
- Feedback:** Kathryn confirmed the suggestion from Pamela.
- Feedback:** Jonathan stated CGS is working on it internally, but there is no specific date at this point.
- Question:** Mary Ellen is having an issue with the CGS registration. The user is receiving a message stating the "PTAN, NPI and Tax ID numbers" do not match. They all do match. Where should she go from here?
- Answer:** Jonathan said he will need to look at this specific example. One thing to check is that the NPI and PTAN numbers are active, and they have not expired. He also said to ensure that, if it is a DA part of the new registration, it also has to match the check information. It could be the check information is not matching. Jonathan said he will need to see this specific example to be able to address it further.
- Comment:** Kathryn requested Mary Ellen send the information to her community coach. From there, the information will be

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forwarded to Jonathan Bergey, and the three of them can work together to resolve the issue in the myCGS web portal.

V. POE Educational Activities

Kathryn provided information about “To the Point” Education. CGS POE created “To the Point” education, which are quick recordings on hot topics. Suppliers learn important information on identified topics, potential effects to claim processing, additional resources, and applicable action steps in under 10 minutes. Kathryn also informed the members that the “ABN Online Education Course Part 1 and Part 2” will be updated with the new ABN language.

Kathryn shared information about the following collaborations with other contractors:

- The surgical dressings collaborative webinar with the A/B DME MAC was conducted on November 16, 2021. Education was provided to treating practitioners who order surgical dressings. The following topics were discussed:
 - Coverage criteria
 - Top CERT denial reasons
 - Documentation Requirements
- Collaborative education for CY 2022 will be updated and added to the February 23, 2022 JB POE AG Meeting Agenda.

Kathryn advised the members of the upcoming webinars from December 9, 2021 - December 29, 2021, which will end CY 2021 webinar education. Kathryn also addressed webinars for CY 2022. The updated calendar of events for future webinars (CY 2022) will be updated sometime in December.

Kathryn provided an update to the members that POE is developing a “Repair Chart.” The new chart, once implemented, will be located under “Forms/Checklists/Guides” on the JB website. <https://www.cgsmedicare.com/jb/forms/index.html>

VI. Feedback & Suggestions

Kathryn asked the members for their input regarding education topics for CY 2022, including any new education that would be helpful or suggestions for new employees due to attrition.

Kathryn also shared that the JB POE AG will be accepting new membership applications. Denise will send an email out explaining the open enrollment process with a survey to new and existing members.

- **Suggestion:** Paula said COVID-19 billing reminders and narratives for the PHE would be a great addition to “To the Point” education. It could include education on when to use the CR modifier, when it is applicable, and when to use the narrative.
- **Feedback:** Mary Ellen shared that she thinks “To the Point” education is a great idea for new employees.
- **Feedback:** Kathryn asked the members their thoughts on “To the Point” education on the topic of “Assignment of Benefits vs. Assignment of Claims.”
- **Feedback:** Paula mentioned they are two different topics, but she could understand how it can be confusing since the word “assignment” is related to both.

VII. Proposed 2022 Meeting Dates

Kathryn shared the proposed 2022 meeting dates and advised Denise would follow up with the members:

- February 23, 2022 (1st Quarter)
- May 25, 2022 (2nd Quarter)
- August 31, 2022 (3rd Quarter)
- November 16, 2022 (4th Quarter)

VIII. Open Discussion

There was no further open discussion. Kathryn thanked the members for attending, and the meeting was adjourned.