

ADVISORY GROUP MEETING MINUTES

Meeting Date and Time: December 13, 2023, 2:00 p.m. ET

Facilitator: Denise Winsock, JB POE Sr. Analyst

CGS Representatives: Tausha Duncan, Mandy Hall, Maurdi Wilson, Angie Cooper

Advisory Group Members: Tonia Burrell Pace, Lori Cunningham, Kathy Murzyn, Rose Schafhauser, Caryn Shelton, Jera Sittin, Angela Spurlock, Mary Ellen Spradlin, Pamela Tilbury, Melissa Tomaszewski, Cassie Wright

Agenda

- I. Welcome & Introductions
- II. News & Updates
- III. myCGS Update
- IV. Website Updates, MCE Surveys & Feedback
- V. POE Educational Activities
- VI. Feedback & Suggestions/Open Discussion
- VII. Upcoming 2024 Meeting Dates

I. Welcome & Introductions

Denise welcomed the group and went over the primary function of the POE AG.

II. News & Updates

Denise gave the following updates and asked for feedback about this education:

- CGS published or revised the following new articles:
 - "New Authentication Requirement When Calling the Provider Contact Center – Effective February 1, 2024" <https://www.cgsmedicare.com/jb/pubs/news/2023/11/cope146616.html>
 - "Lymphedema Compression Treatment Items – Correct Coding and Billing" <https://www.cgsmedicare.com/jb/pubs/news/2023/12/cope147943.html>
- The group asked if the new fee schedule will be available soon and Denise answered that it may be before the end of the year.

III. myCGS Update

Denise reviewed the new Prior Authorization Smart Submission. PASS lets suppliers know if a required field is missing information or if a prior authorization is pending.

<https://www.cgsmedicare.com/jb/pubs/news/2023/10/cope146246.html>

IV. Website Updates, MCE Surveys & Feedback

- Angie explained the importance of completing MAC Customer Experience (MCE) surveys and the difference between the surveys and the feedback tab.
- Denise reminded everyone to take the survey at least quarterly. Denise showed everyone where to find the survey button on the website. POE AG members can click the link in the "Share Education Feedback" button on the Jurisdiction B DME MAC Provider Outreach and Education (POE) Advisory Group page (https://www.cgsmedicare.com/jb/education/poeag_home.html). Please include your contact information.

V. POE Educational Activities

Denise led discussions on the following activities:

- The outreach team is in the planning stages for the 2024 workshop dates and locations. POE is currently securing the locations and once that is complete, will be issuing an electronic email to notify the supplier community of a "save the date" reminder.
 - Denise asked the group for suggestions on locations and dates. The majority agreed with Minnesota and Wisconsin during summer months.
 - There was a suggestion for the topic of Enteral, TPN, and Infusion as breakout sessions.
 - Members of the group said a 2-day workshop would allow attendees the opportunity to attend all sessions and gain more education.
- Denise announced the addition of a two new Online Education Course (OEC), titled, "Using Documentation Checklists," and "Advanced Modifier Engine (AME)" and asked members for feedback regarding OECs.
 - Angie said that CGS finalized their annual review of the website including OECs to ensure all information is updated and correct.
 - The group suggested Respiratory Assist Devices (RAD), including detailed information on complex sleep apnea for the topic of a new Online Education Course.
- Denise announced there will be two new webinars in the first quarter of 2024:
 - Pneumatic Compression Devices
 - Lymphedema Compression Treatment Items.

Denise asked the group to send any outstanding issues / concerns about these topics for POE to incorporate into the webinar.
- POE is in the planning stages of conducting an Ask the Contractor Meeting (ACM) prior to the end of 2023. Denise asked for topic suggestions.

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- The group suggested updates to the refill requirements recently published in the federal register. Denise answered yes; the new refill requirements is the topic CGS POE is hoping to provide as an ACM to ensure suppliers are aware of the new requirements before implementation.
- Other suggestions: Therapeutic shoes and continuous glucose monitors.

VI. Feedback & Suggestions/Open Discussion

Denise asked members to continue to think about and share ideas to enhance CGS's educational efforts.

VII. Upcoming 2024 Meeting Dates

February 14, 2024

Meeting Adjourned

