POE ADVISORY GROUP

1/20/2015 Jurisdiction B DME MAC POE AG Meeting

MEETING MINUTES

Meeting Time: 2:00 p.m.–4:00 p.m. ET

Member Attendees: Rhonda Buhrmester, Barb Crosby, Rachel Ewell, Cynthia Eylens, Cindy Folk, Keri Harden, Linda Heise, Paula Koenig, Mark Loney, Kathy Murzyn, Beverley Powell, Deborah Roberts, Rose Schafhauser, Patricia Schmitter, Jera Sitton, Barb Stockert, Pamela Tilbury, Cassie Wright.

National Government Services Associates: Ashley Bramble, Vicky Combs, Tamara Hall, Charity Mahurin, Stacie McMichael, Ami Musick Terri Shoup, Katheryn Torro and Roberta Zenn

Agenda

1. Roll Call
2. Feedback: NGS Website/Search Feature
3. ForeSee Satisfaction Survey
4. MR Denial Tool Expansion
5. Education Review Request Project
6. Feedback: 101 Computer-Based Training Presentation
7. New Supplier Initiative Process
8. e-Share Site Update
9. Status of POE AG Suggestions Received
10. Education Suggestions
11. Open Discussion
12. Next Meeting Date

I. Roll Call
(Terri Shoup, National Government Services)

Terri welcomed the group and conducted roll call. Attendees are noted at the beginning of the meeting minutes.

Charity announced there were some additional staffing changes with POE:

• Zach Toland, has been appointed the Team Lead for POE, in addition to being the Web Experience Architect
• Added a new Web Reporting and Analyst, Justin McDowell
• Added a new POE Consultant, Ami Musick, who comes from Part B services
• Added a new POE Representative, Ashley Bramble
• Added four new nurses and two data techs as part of the new ERR project

II. Feedback: NGS Website/Search Feature
Charity advised the new website was launched on 10/6/2014 and would like to receive feedback and any thoughts now that you have had an opportunity to experience the website. Requested ideas on tools functions and what else would you like to see on the NGSMedicare.com website.

- POE AG Member commented she really likes the website and finds it very useful and well organized.
- POE AG Member asked for an improvement to have the ability to extend articles past 365 days to be able to view. Charity stated this has been elevated and is currently being worked on and would be able to provide a date once Zach returns.
- POE AG Member stated that the website does not remember her selections and each time she visits the website the save selection feature does not work. States she has to complete unnecessary steps each time. Also stated the enrollment option is not on the new website. Charity asked for clarification, exactly what information is not being stored at the log in. POE AG Member states the access is no longer there for provider enrollment. Charity asked if the member was utilizing the supplier manual. POE AG Member states have to dig into the website to find the information in Supplier Resources. Also does not like the mega tabs and tabs because they don’t expand. Charity stated she will have Justin reach out to member for assistance and additional feedback.
- POE AG Member stated she is having a little bit of a problem as she had several bookmarks saved. Once she experienced the website a little bit more she did remember Zach stating that the bookmarks must be cleared before new ones can be saved. POE AG Member stated this was her problem and not NGS. Charity agreed and thanked the member. Charity also reminded everyone we did recommend updating bookmarks and please do so immediately if you have not.
- Charity asked for feedback about the self-service tools:
  - POE AG Member would like to see the CERT audit tool (CERT Denial Finder) to be expanded. Currently the tool option shows unfavorable information. Would like the tool to also display favorable information. Charity stated this is something that NGS is currently looking to add to the tool.

Charity advised the search tool has been updated since the NGSMedicare.com website went live. Charity asked for feedback on whether or not there were noticeable improvements to the search tool.

- POE AG Member has utilized the search tool a couple of times in the past few weeks and has been able to obtain the information. The information displayed was correct information as well.

Charity asked what other features would benefit the search tool.

- No comments

### III. ForeSee Satisfaction Survey
(Charity Mahurin, National Government Services)

Charity explained the importance of the ForeSee Satisfaction Survey and that NGS takes the comments very seriously. Although NGS is looking for positive results she assured the members that POE does reach out to each supplier when they provide feedback. Charity asked on ways the number of people taking the survey could be increased. NGS measures the survey by the number of people that take the survey. A question was asked to the members on how many people have been taking the survey.

- POE AG Member stated she has taken the survey on the new site.
- POE AG Member stated she has taken the survey on both the old and new website.
- POE AG Member stated people that have taken the survey, don’t necessarily think they need to take the survey again. POE AG Member agreed it would be a good idea to change the survey up a bit.

Charity commented that perhaps the visual look of the survey could change and encouraged the members to take it often as NGS wants to know and hear about each experience viewing the website.

- POE AG Member commented that taking the survey is time consuming and some people might have a limited amount of time, which does not afford them the time to complete the entire survey. POE AG
Member made a suggestion to ask one question as opposed to the survey. POE AG Member also made another suggestion that after one question; perhaps the survey would prompt the individual to another/2nd question.

Charity asked the members ideas and ways to drive someone to complete the survey.

- POE AG Member states when she visits the website where it asks “What type of a supplier are you” it will not let her take the survey when visiting the homepage for DME when she selects “other” instead of “state”.
- Charity forward this to Zach
- POE AG Member suggested perhaps there could be an opportunity to submit a question at the end of the survey and have a meeting or a follow up with the answers.

IV. MR Denial Tool Expansion
(Charity Mahurin, National Government Services)

Charity advised how the tool looks today and when a CCN is entered into the MR Denial tool information is provided why the claim denied. Charity advised the MR Denial tool expand to claim denial breakdown of the top five denial reasons and also break the information down by individual supplier denial reasons. Charity asked the members for their thoughts or analysis on this expansion

- POE AG Member commented that this would be great to compare with other suppliers and their denials and focus on other areas as well. This would be an added benefit to see a breakdown and where things are at.
- Charity asked if there was anything else additionally would like to be seen added.
- POE AG Member recommended having a dashboard to compare individual claims and that would be nice to see as well.
- Charity advised this was in draft, but in the future we will be able to give individual education.
- POE AG Member would like to see more than one denial reason for a claim, if the claim denied for various reasons.
- POE AG Member suggested reporting of information and the time period grasping the information from. Perhaps to a query of the information quarterly to provide feedback. POE AG member like this idea a lot and advised this would give excellent feedback on if something needed to be changed internally with suppliers.
- POE AG Member agreed with the quarterly reports as well. POE AG Member also suggested perhaps breaking out this information by product category as many suppliers bill different DMEPOS items.
- Charity welcomed the feedback and will take the feedback into consideration during the development phase.

V. Education Review Request Project
(Roberta Zenn, National Government Services)

Roberta advised very shortly there will be a page on the website for the ERR project for hospital beds and group ii support surfaces. The initiative is completely voluntary and is not mandatory. To participate, suppliers will provide us with their documentation via fax or mail. We will provide one-on-one education concerning education requirements via phone and by letters back to the supplier. We have 20 days in which written response letters will be sent to suppliers. If there are questions or concerns in regards to the letters, NGS will have a dedicated line to assist suppliers with resubmitting documentation an additional time to be reviewed. This will improve one-on-one education and feedback with the suppliers. The web page will be active either today or tomorrow with more information.

No comments or concerns at this time perhaps in the future.

VI. Feedback: 101 Computer-Based-Training Presentation
(Tamara Hall, National Government Services)
Tamara advised at the last meeting in October she would be sending out a very large PowerPoint which would include all the 101 CBTs. Since then each member has received the PowerPoint and would we like members to give feedback. Tamara also stated these CBTs would be condensed to 15-20 minute CBTs.

- POE AG Member commented on the DIF. Would like to see a section where there is a check list where it states: initial, revised and recert and when this is required. Suggested perhaps a job aid documentation check list.
- Tamara commented on Chapter 7 JB Supplier Manual to include scenarios.

Tamara asked if the members liked the layout of the 101 CBTs:

- POE AG Member like the layout.
- Multiple POE AG Members agreed like the new layout and the format

Tamara asked for feedback regarding medical policy and policy article within the CBTs:

- POE AG Member stated it is appropriately detailed. To some extent must include information from the LCD and PA, if you leave some information out that the presentation is not as comprehensive. Needs to make sense in what you are presenting.

Tamara advised the members for the most part each CBT will be 15–20 minutes in length. Some might be slightly longer if the topic is complex or needs additional documentation. For example bullets for the intake process, claim submission or documentation.

**VII. New Supplier Initiative Process**
(Terri Shoup, National Government Services)

Terri advised that JB currently sends our new suppliers a CD-ROM that contains valuable educational resources to get them started with the Medicare Program. JB understands the importance of reducing the national CERT error rate and believes we can increase clean claim submission by way of education. As part of the CERT RFP, JB will initiate a new supplier orientation “curriculum” that will give these new suppliers access to prerequisite courses that will be suggested prior to billing their first claim. They will be offered direct contact with a JB representative as a resource as they embark on their journey to Medicare billing. The new supplier 855 application will be reviewed to identify which services the supplier plans to provide to further tailor the educational efforts. NGS will again take a data-driven approach when determining which newly-enrolled suppliers would gain the largest benefit from the targeted education. Data elements that may be considered include: supplier location (high-risk areas), the services they plan to render, the associated existing utilization, CERT rates and CERT rates, etc.

Terri questioned the group on feedback of current process for new suppliers:

- POE AG Member questioned how many suppliers per month are being reported. Training will clearly be different.
- Terri advised between 40–60 suppliers per month on the reports and can be a provider adding a new location or a brand new supplier.
- POE AG Member stated that someone novice to Part B and/or DME would be more difficult to determine.
- POE AG Member questioned what email is the information being sent to
- Terri advised the email address that they are providing
- POE AG Member stated there could be different size organization. Member thought this was a great idea and if routed to the correct person a large organization might vary with success without reaching out to the correct person or persons needing the education.
- Terri identified the members concerns if being routed to the correct organization.

**VIII. e-Share Site Update**
(Terri Shoup, National Government Services)
Terri advised at our October meeting we did a walk-through of the e-Share site that JB will be utilizing with our POE AG members starting in 2015. To refresh everyone’s memory, we will utilize the e-Share site to post articles, CBTs and presentations for the POE AG to review and provide feedback. The feedback will be viewable by JB as well as all other POE AG members. We can also utilize e-Share to ask questions and quickly receive feedback in a bulletin board type setting. She received temporary user ID and passwords for all members of our POE AG and will be sending those to members individually within the next couple weeks. Members will have to immediately change their password in order to gain access to the site. The email will contain instructions on how to go about changing your password as well as accessing the e-Share site. So be on the lookout for an email from Terri and if you have questions, don’t hesitate to ask. Once you have access, browse around. You can also view the minutes from 2014.

**IX. Status of POE AG Suggestions Received**

(Terri Shoup, National Government Services)

Terri provided an update on the outstanding education suggestions received from the group:

**Suggestion** – Outline the medical policy changes for the PAP devices and RAD policies

**Response** – The DME CERT Outreach and Education Task Force conducted a national PAP webinar on 12/17/2014. They detailed the top CERT errors and reviewed PAP Medicare requirements associated with the errors. The presentation is currently available on our website on the Training page, within the Past Events tab. Also, POE is planning to conduct a CPAP webinar in March so we can also look at adding information to this webinar as well. Once we finalize the March date, an Email Update will be sent announcing it. For the RAD policy, the four DME MACs will be collaborating to conduct a webinar on the RAD policy in the near future. A date has yet to be determined but once it is, it will be communicated. We also remind everyone that when a policy is changed or updated, there is an Email Update distributed that outlines the changes or updates so watch for those messages as well. This is now closed.

**Suggestion** – Clarification on DWO for items provided on a periodic basis.

**Response** – Stacie has been working on this issue with the POE AG member who submitted it to us. At this time, POE feels this is more of a referral source issue and not a global issue. Stacie will work with the provider on an individual basis so we can close this issue out.

**X. Education Suggestions**

(Terri Shoup, National Government Services)

Terri advised that POE met back in the fall of 2014 to initiate a mass education plan. Terri gave examples of policy-specific education, live chat calls, live audit chat calls, generalized items, ACT calls as well.

Terri requested educational topics and the following suggestions were received:

- POE AG Member stated she will reach out to her team to see if anything else needs to be addressed.

**XI. Open Discussion**

(Terri Shoup, National Government Services)

Open discussion was in regards to ICD-10 and if there was a need for education. There were no comments.

**XII. Next Meeting Date**

(Terri Shoup, National Government Services)

Terri stated that the tentative meeting scheduled for 4/21/2015 via webinar teleconference.

**Meeting Adjourned**