POE ADVISORY GROUP
10/21/2015 Jurisdiction B DME MAC POE AG Meeting

MEETING MINUTES

Meeting Time: 2:00 p.m.–4:00 p.m. ET

**Member Attendees:** Tonja Adams, Carolyn Basford, Tonia Burrell Pace, Barb Crosby, Cindy Folk, Keri Harden, Cookie Hart, Marietta Hayes, Paula Koenig, Justin Offord, Deb Owen, Cindy Perry, Beverly Powell, Deb Roberts, Rebecca Russo, Valerie Sell, Mary Ellen Spradlin, Barb Stockert, Pamela Tilbury, Mina Uehara, Terri Warren and Cassie Wright.

**National Government Services Associates:** Ashley Bramble, Charity Bright, Ashley DeCoteau, Michael Dorris, Tamara Hall, Charity Mahurin, Justin McDowell, Terri Shoup and Katheryn Torro

**Agenda**

I. Roll Call

II. Introduction of New Members

III. ICD-10

IV. Feedback: Personalized Experience

V. Feedback: “Navigating Your Personalized Experience” YouTube Video Playlist

VI. Education Review Request Project

VII. Feedback: ACA 6407 – Supplier Frequently Asked Questions

VIII. ForeSee Satisfaction Website Survey

IX. Status of POE AG Suggestions Received

X. Education Suggestions

XI. Open Discussion

XII. 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.

[Return to Top]

**II. Introduction of New Members**

(Terri Shoup, National Government Services)

Terri advised there were two new members added to the POE AG since our last meeting in August. She welcomed and introduced the new members:

- Marietta Hayes joined our group in September. She is a Medicare Specialist and Respiratory Therapist with Cooley Medical Equipment.
Cindy Perry also joined in September, replacing Melissa Johnson. She is a Compliance Specialist with CCS Medical.

III. ICD-10
(Terri Shoup, National Government Services)

Terri advised the ICD-10 policies were live on our website as of 10/1/2015 and are located on the Medical Policy Center page under the ICD-9 policies. They are also accessible from our ICD-10 implementation web page. She advised the ICD-10 policies are also searchable so they may be pulled up by conducting a site search or a LCD search.

Terri asked the group if there were any issues or concerns with the policies.

• No one reported any issues or concerns.

Terri advised the group that a DME ICD-10 Task Force was created at the end of September so that POE can stay on top of any ICD-10 related issues or concerns that arise. The task force includes suppliers from Jurisdiction B, as well as Provider Outreach and various other NGS associates. Meetings are held weekly and will continue as necessary. Of the two meetings held thus far, no issues have been reported. Terri stated that it was discussed in one of the meetings that a couple members of the National Home Infusion Association (NHIA) advised they were receiving inconsistent information from CMS when they contacted them with ICD-10 questions. Terri asked that if anyone experiences any issues like this or if they have positive or constructive feedback for CMS; please forward it to her with as much detail as possible and she would ensure it is presented to CMS.

Terri asked if anyone had experienced any issues or concerns they would like to share.

• No one reported any issues or concerns.

Terri advised the group that from 6/30–10/14/2015, Jurisdiction B has hosted seven ICD-10 specific educational events. We hosted four webinars and three live chats in which we had 2,268 total attendees. This does not include the other 20 events that we’ve conducted that focused on other Medicare topics but included ICD-10 education as well. Terri stated that we are continuing our education with four live chats which are scheduled over the next four weeks: 10/22, 10/27, 11/4 and 11/12. Each live chat will consist of a 15-minute presentation in which we will review the most frequently asked questions (FAQs) we have received in regards to ICD-10. The remaining 45 minutes will be devoted to questions from the attendees. Registration is currently available for all four events on our website.

Terri asked if there was any additional education the group would like to see in regards to ICD-10.

• One member stated that having a live chat each week is a good idea and as far as other education, we would have to wait and see what problems arose from the implementation.
• One member asked the specific times of each live chat in which Terri read the times for the group.

Terri advised that we recently advertised the availability of the ICD-10 Dear Physician Letter again. We had hearing throughout our webinars and other educational events that suppliers were not aware this was available so we sent another Email Update on 10/13/2015.

To assist with internal education, Terri stated that POE had developed an ICD-10 FAQ and resource document that was distributed to all our operational areas. We wanted to ensure that Jurisdiction B was not only providing the correct answers to our supplier’s questions but consistent answers as well.

Terri asked the group if they had experienced any issues with contacting NGS with ICD-10 questions.

• No one reported any issues.
IV. Feedback of the Website: Personalized Experience
(Justin McDowell, National Government Services)

Justin stated to the group that the option to personalize your web experience has been available for approximately two months. Statistics show the average ForeSee Survey satisfaction score for our personalized web users is higher than those that do not utilize the personalized site. The satisfaction score for personalized users for the time period of 8/24 through 10/20 was 81 compared to 75 for those that didn’t utilize the personalized site.

Justin advised that we currently have about one third of our POE AG members signed up for the personalized experience. He asked if the members who have registered were experiencing any problems.

• A POE AG member advised they signed up but when trying to log on it takes them to the NGS home page.
  ◦ Justin advised the member to click on the NGS logo on the top of the page to sign in.

• A POE AG member advised they did sign up but have not used it often so they will go in and provide feedback later.

• A POE AG member advised they cannot get passed the first page. They cannot get to the second page of the search results.
  ◦ Justin advised we can look into this to see if there is a glitch. Justin asked the member if it shows the search results and they verified that it did but they cannot get the second page of the results to populate.

• Another POE AG member advised they were having the same issue. They reported the issue to Zach Toland and he suggested clearing/deleting the cookies settings.

• Multiple other members advised they were having the same issue with the search results. Justin verified multiple browsers were being utilized (Firefox, Internet Explorer, Chrome).

• A POE AG member stated the password reset feature does not work. They forgot their password and selected “forgot password” and the system states they must answer security questions but there are no security questions to answer.
  ◦ Justin asked the POE AG member if they saw a drop-down menu and they advised no. The POE AG member advised they will send Justin a screen shot.

• A POE AG member advised they are using Internet Explorer and when they try to log into the personalized site it knocks them out of the system and brings them back to the NGS homepage. It also gives a message stating invalid log-in credentials.
  ◦ Justin asked the member if this was something they recently were experiencing or did it happen every time. The member advised it always happens so they will check with their company’s IT department.

• A POE AG member advised they did not have any intention of using the application. They did not see the advantages and will continue to enter the NGS website as a guest.

Justin asked the members who were registered, what their favorite features were.

• A POE AG member stated they like that they can pick what they want to see on their page. They did state though that the navigation is slower on the personalized site.
  ◦ Justin asked the member how often they enter the site and the member advised two to three times a week she enters the site.

• A POE AG member stated they loved having self-service tools on their home page, it was very helpful.

• A POE AG member stated they liked being able to access most of the information they needed on one page.

• A POE AG member advised they would like to use the “my forms” option but do not because they are unsure how to save the forms and save the options they choose.
Justin advised there is a YouTube video that will walk them through step by step how to use the personalized website we are going to talk about that with the next agenda item.

V. Feedback: “Navigating Your Personalized Experience” YouTube Video Playlist
(Justin McDowell, National Government Services)

Justin asked the group for their feedback regarding the Navigating Your Personalized Experience video that Zach Toland recorded.

- A POE AG member stated that the video had great information and was easy to understand.
- A POE AG member stated they liked the video and feels it will help their staff.
- A POE AG member said that Zach did a great job. He spoke in a manner that was easy to understand.
- A POE AG member stated that they were hesitant to sign up for the personalized experience but after watching the video, they were eager to sign up. They thought the site would be hard to navigate but the video made everything easy to understand.
- A POE AG member advised while viewing the videos, they were using two screens; one to watch the videos and the other to sign up.

Justin asked if there were suggestions on how to improve the video.

- A POE AG member stated the only issue was that when Zach was typing in the video, you couldn’t see his screen and what he was doing. Maybe we could zoom into the demonstration screen more.

VI. Educational Review Request Project
(Ashley Barnett, National Government Services)

Ashley advised the group that the ERR Project accepts documentation for positive airway pressure (PAP) devices for the treatment of obstructive sleep apnea, hospital beds and accessories, and for group 2 pressure reducing support surfaces. As of 10/15/2015, the ERR project expanded to include the policy of therapeutic shoes for persons with diabetes.

Ashley asked the group since the last POE AG meeting in August, has anyone participated in the ERR program.

- None of the members advised they are utilizing the ERR program at this time.

Ashley advised that just over 50 percent of the requests they receive are for the PAP policy, approximately 40 percent are for hospital beds and the remainder are for support surfaces.

Ashley asked the group what would entice them to utilize the project for group 2 pressure reducing support surfaces.

- A POE AG member suggested compliance for beyond the first month.
  - Ashley advised the team is looking at the first month and will bring this back for discussion.

Ashley advised that for CPAP devices, the ERR team does look at the fourth month and review for that criteria. She also advised you can submit documentation prior to claim submission.

Ashley provided an update to the group in regards to suppliers that are participating in the program. For suppliers who participate, those who submit documentation for PAP devices have seen approximately a five percent decrease in the number of claim denials for PAPs. Suppliers who submit documentation for hospital beds have seen approximately a three percent decrease in the number of claim denials for hospital beds. In each policy group the ERR team reviews documentation for (hospital beds, group II support surfaces and
PAP), there have been at least three suppliers in each group that have improved their denial rates by more than 20 percent.

Ashely advised that a new YouTube video will be coming out soon in regards to ACA 6407 requirements for WOPD. She asked the group if there is anything else the ERR could offer or suggestions the group had for the ERR team.

- The members did not offer any suggestions at this time.

Terri advised the group that the sample ERR letters requested from the prior POE AG meeting were included with the agenda and are attached to their email for today’s meetings. Ashley asked if anyone had questions in regards to the letters.

- No questions were raised in regards to the letters.

Ashely advised if anyone thought of any questions or had suggestions at a later time to please forward them to Terri.

**VII. Feedback: ACA 6407 – Supplier Frequently Asked Questions**

(Katheryn Torro, National Government Services)

Katheryn advised the group that back in June of this year; Jurisdiction B took the lead to develop a joint publication article titled ACA 6407 – Supplier Frequently Asked Questions. This was a collaborative effort with all the DME MACs to publish a question and answer document regarding ACA 6407. After many conference calls and input from the medical directors of the DME MACs as well as the Medicare PDAC, the article was successfully posted to all four DME MAC websites the week of 7/27/2015.

Katheryn asked the group where they felt this article as well as the articles referenced in the FAQ article should be permanently located on the website. She suggested the “Claim Submission Articles” web page under the “Billing Support” tab.

- A POE AG member advised it would be helpful if you could search for the article using the search engine tool and it would automatically populate. When they search using the terms ACA or FAQ, it does not populate.
- A POE AG member suggested that this might be a compliance issue so it might be helpful to have this located under the “Compliance & Audits” tab.
- A POE AG member advised that they use the article quite frequently when speaking to suppliers, specifically in regards to WOPD, face-to-face and the new changes.
- A POE AG member commented the article is helpful when speaking with suppliers as this is part of the law and helps them prepare their documents.

**VIII. ForeSee Satisfaction Website Survey**

(Justin McDowell/Terri Shoup, National Government Services)

Justin advised that for the third quarter of 2015, we received 52 completed surveys from POE AG members so we would like to say thank you for taking the time to complete the survey. Once again, we had some members who completed more than one survey which we greatly appreciate and we highly encourage everyone to complete the survey every time it is offered to them.

Justin advised the top-two suggestions received in the third quarter from the completed ForeSee Surveys were:

- Same/Similar
  - Would like to see if the item was paid or denied
- Patient discharge information
Justin advised we are currently working with IT to see if these changes or enhancements are possible.

The new quarter started with October so Justin reminded everyone that they have until December 31 to complete another survey. He advised to keep in mind that the survey randomly pops up while on the NGSMedicare or NGSConnex websites and it will only pop up every ten days from the last time either the survey was completed or you clicked “No” you did not want to complete the survey.

He encouraged not only the POE AG members but all their associates and coworkers who utilize either of our websites to take the survey each time it is presented. Let NGS know what we are doing well and what we can improve upon. Justin stated that we read every comment submitted so all feedback is important.

When completing the survey, Justin reminded the group to include their email address in the last question on the survey. The last question asks for contact information and by including an email address here, we can link the survey back to each member to document they have met the requirement for the quarter.

Terri asked the group if they had any suggestions or feedback in regards to our website in general.

- A POE AG member stated they are working with new employees and liked the check lists we used to have on the website. They would like to see them brought back.
  - Terri advised the check lists were removed because they were duplicitous of the medical policies and they became quite long and involved. Suppliers were relying on the checklists and not the medical policies and that was not the intent.

- A POE AG member suggested having a chat feature on the website to answer general questions.
  - Charity Mahurin advised that this suggestion has been discussed is currently being considered.

- A POE AG member advised they loved the MR Denial Tool. It is very helpful and is being used by many pharmacies.
  - Charity Mahurin advised the group that Jurisdiction B was the first DME MAC to develop the medcial review denial tool and now two of the other three DME MACs have developed a similar tool.

Terri asked the group if they had any suggestions or feedback in regards to our Email Updates.

- A POE AG member stated that NGS utilizes the subject line to advise what is included in the email and that is tremendously helpful. They felt the frequency of the emails was fine and even though there is redundancy between the DME MACs, this is expected and is better than not receiving the information at all.

Terri asked the group if they had any suggestions or feedback in regards to our Tip of the Week.

- A POE AG member commented that the Tips of the Week are proficient. They send them to all their account managers to disperse to their customers.
- A POE AG member stated that they liked the Tips of the Week and they forward them to their billing staff.

**IX. Status of POE AG Suggestions Received**
(Terri Shoup, National Government Services)

Terri advised that we currently do not have any outstanding education suggestions.

**X. Education Suggestions**
(Terri Shoup, National Government Services)

Terri asked the group if anyone had any ideas for future POE education and if any educational events should be repeated.
• A POE AG member stated there is not a policy on invasive/non-invasive ventilators and ventilators are currently being audited so they feel education on this topic would be beneficial.

  ◦ Terri asked the member to clarify if they would like education in the form of an article, webinar or live chat. The member stated an article would be sufficient if they could use it to educate the physician. It should state what the physician needs to chart, what the qualifications are and stress the importance of providing this documentation to the supplier.

• A POE AG member suggested a Tip of the Week or YouTube video which would include billing tips for BIS as well as the requirements that should be in the patient’s file.

• A POE AG member agreed with the suggestion regarding BIS and added they are always denied when they fax information via paperwork (PWK).

• A POE AG member suggested a webinar on billing for repairs.

• A POE AG member suggested education on not just the structure but the pricing of the fee schedule and the single payment amounts that will be effective 1/1/2016. Perhaps a webinar or a live chat would be most beneficial.

[Return to Top]

**XI. Open Discussion**

(Terri Shoup, National Government Services)

Terri advised the group that she is going to send everyone three questions regarding NGS and we would like for everyone to send in responses. She stated that we are also looking for two volunteers to answer those same three questions for us via video using their iPhones and send it to us. There is an NGS leadership meeting in November and the videos will be played during the meeting. Terri stated that we have NGS associates also making videos and was looking to add videos from some of our supplier partners as well. She stated that the volunteers who create videos would need to complete a video release form and she can send that after the meeting had concluded. The three questions we would like answered are:

1. What do you appreciate about NGS?
2. Are there areas where we are difficult to do business with?
3. What could we do that would make your job easier?

Terri asked if anyone was willing to volunteer to video themselves responding to the questions.

• Two POE AG members volunteered.

Terri advised the group that we talk about educating our physicians and partnering with our Part B POE team to ensure that physicians know exactly what their roles are in regards to the claims suppliers submit to us. POE attended an event at the end of August hosted by Wisconsin Physician Services (WPS) which is our Part B partner for Indiana and Michigan in which we were able to speak to the group regarding documentation and ICD-10. Terri advised that POE has also been attending the POE AG meetings for NGS J6 which is our Part B partner for Illinois, Minnesota and Wisconsin to discuss documentation requirements. POE also hosted a Cross Contract Collaboration Team meeting a few weeks ago in which we have 63 total members that represent Medicare Parts A, B, DME, home health and hospice in Jurisdictions 6 and K as well as the Jurisdiction A and B DME MACs.

• Several POE AG members advised they attended the meetings mentioned above and appreciated the information. The information was also shared internally with their staff.

Terri stated to the group that we normally ask for feedback regarding our operational areas in at least one or two of our meetings each year. She wanted to stress that the POE AG members did not have to wait until a POE AG meeting to provide feedback. She encouraged the members to provide feedback at any time to her directly and she will ensure it is forwarded to the appropriate department.

Terri asked if anyone had feedback regarding any of the NGS operational areas.
• No feedback was provided.

XII. Next Meeting Date
(Terri Shoup, National Government Services)

Terri advised the next POE AG meeting will be conducted on Wednesday, 1/13/2016. The meeting will be held via webinar/teleconference.

Meeting Adjourned

Disclaimer: National Government Services makes no representation, warranty, or guarantee that the compilation of Medicare information is error-free and will bear no responsibility or liability for the results or consequences of the use of this information. Although every reasonable effort has been made to ensure accuracy of the information on this page at the time of publication, the Medicare Program is constantly changing, and it is the responsibility of each provider to remain abreast of the Medicare Program requirements. Any regulations, policies and/or guidelines cited on this page are subject to change without further notice. Current Medicare regulations can be found on the CMS website at http://www.cms.gov.