Minutes from Provider Outreach and Education Advisory Group Meeting  
CIGNA Government Services, Jurisdiction C DME-MAC  
August 17, 2010  
1:00 PM CT  
Teleconference  

Attendees:  

Members: Cliff Doss, Bobbi Jones, Lori Mann, Rhonda Turner, Dale Long, Connie Jenkins, Pam Kaehler, Joyce Ardrey  

CGS: Deanna Menshew, Pat Stephens  

1. Year-to-date Education Review – Deanna Menshew opened the meeting by providing an overview of 2010 educational initiatives and asking for feedback on those events that members have attended.  
   a. “IMPACT Your Medicare Knowledge” Workshops- Members who have attended liked the workshop format and content. There was a suggestion made to add more specific information on the difference between “break in service” and “break in medical need”, including what is required for correct documentation/billing and claim submission.  
   b. Approximately 20 Webinars hosted per month- Topics are chosen based on internal collaboration with other CGS departments and tracking of supplier errors.  
      i. For specialties/topics that do not demonstrate high error rates and therefore Webinars are rarely conducted, CGS will consider developing education through the Online Education Center (OEC) such that suppliers still have access to education on those topics as well.  
      ii. Also, when LCDs or policy articles are revised, POE will update and present additional Webinar presentations to address related policy revisions.  
      iii. POE-AG members commented that they liked the variety and number of topics/Webinars available each month.  
   c. Spanish language education – CGS recently hosted a very successful Spanish workshop in Puerto Rico, which filled to capacity very quickly. We are considering hosting more Spanish language workshops in this area in the future to meet the needs of Spanish-speaking suppliers there.  
   d. Other – The suggestion was made to develop education surrounding the topic of how to tie information from a medical chart to specific requirements from an LCD. CGS is currently working to develop education geared toward “medical management” that may help in meeting this need.  

2. 2011 Workshop Planning– As we approach the end of FY2010, we will soon begin planning our outreach and education strategy for FY2011.
a. The POE-AG commented that they would like to see more specialty workshops in 2011, but still felt the need for “Medicare Updates” information in all workshops as well.

3. CGS Website Redesign – The CGS Website has been redesigned with a new layout. The POE-AG was reminded that we are in the process of developing new tutorials to assist suppliers in navigating the Website. CGS also encourages feedback on the design layout and asks suppliers to report any instances where the Website is not operating correctly.

4. CERT Roadshow – We have identified the top 5% of high-dollar error rate suppliers in Jurisdiction C. CGS is now reaching out to those suppliers and will be meeting with them in one-on-one settings to discuss their areas of error and ways to resolve claim denials and improve their error rates. This initiative will continue through November of 2010.

5. ICD-10 Education – As the timelines for implementation of ICD-10 and 5010 approach, we will be working with the POE-AG to determine the best ways to educate on these topics to help ensure that suppliers have the tools they need to understand correct billing moving forward.
   a. The POE-AG agreed that the best approach for education is to focus around the question “How does this affect me?”
   b. It was also suggested to host Webinars, Teleconferences, and Workshops specific to this topic as implementation draws closer.

6. Meeting Dates – The meeting dates for the rest of the year have been posted to the CGS website on the POE-AG page. All meetings are by teleconference, although a meeting during MedTrade East will be scheduled for those that will be in Atlanta.

7. Meeting Adjourned – The next POE-AG meeting is scheduled for October 19, 2010 at 1 pm CT.