01/08/2008 Conference Call

Facilitator: James Herren

CIGNA Representatives: Dante Thomas, Erin Moorman, John Kelly

CMS Representatives: None


Roll call – James Herren

Introductions – James Herren

James introduced the attendees from CIGNA Government Services Provider Outreach and Education (POE) Department, James Herren, Erin Moorman, Dante Thomas, and John Kelly.

Review of Recent POE Activities – James Herren

James gave a run down of all POE activities since the last Advisory Group (AG) meeting. These include webinars covering Documentation Requirements and the CERT program. A workshop held in Nashville, TN in October 2007. Participation in the West Virginia Medical Equipment Suppliers Association meeting held in Charleston, WV in October 2007. Also, a General ACT call was conducted in December 2007.

Upcoming POE Activities – James Herren

James informed the Advisory Group of the upcoming scheduled POE activities. These include:

- SEMA Meeting – San Juan, PR – James Herren (representing CGS)
- NCAMES Winter Meeting – Greensboro, NC – Dante Thomas
- VADMEC Winter Meeting – Richmond, VA – James Herren
Educational Activities for 2008 – James Herren

James informed the Advisory Group about the planned activities for the coming months from the POE Department. These include:
• Contractor Sponsored Seminars – Charlotte, NC; Montgomery, AL; Denver, CO; Miami, FL; Orlando, FL; Baton Rouge, LA; Atlanta, GA; Charleston, WV; Dallas, TX; Houston, TX.
• Webinars covering Oxygen, Diabetic Supplies, CERT, Medicare 101, DME Insider Updates
• ACT Calls, both General and a Specialty ACT call covering Maintenance and Service issues

DME/Part B Joint Workshop – James Herren

James told the Advisory Group about the joint DME/Part B workshop planned for Charlotte, NC in March. The workshop is to be titled “Maximizing Your Reimbursement” and will feature a variety of DME and Part B educational topics. There will be dedicated topics for DME and Part B, as well as joint topics important to both contract’s customers.

Overpayment Recovery – James Herren

James informed the Advisory Group members of an initiative from the Office of the Inspector General for CMS. The initiative involves the recoupment of erroneously paid claims from the last quarter of 2003 when a beneficiary was in a Skilled Nursing Facility (SNF). If a supplier gets a recoupment letter for this period when the beneficiary is in a SNF they are advised to call Overpayment Recovery’s customer service if they have questions.

POE New Manager – Erin Moorman

Erin informed the Advisory Group that she is no longer the manager of POE and that all management duties will be handled by John Kelly.

Open Discussion

• It was asked if the new webinars will have documentation and billing information specific to the policy. (It was confirmed that each webinar will be dedicated to these issues.)
• It was asked that POE educate as much as possible on NPI and Competitive Bidding. (POE will continue to support CMS in these important initiatives.)
• A new format for the ACT calls was suggested. Please publish the times in which an issue will be discussed. This way a supplier can call in and listen during times when information is most important to their business. (This suggestion will be incorporated into future “General” ACT calls.)
• A question was asked about CERT education, and why it is performed so often. (POE supports CMS initiatives surrounding reduction of error rates.)
• It was suggested that POE should give a minimum of 30 minutes for Q&A during webinars. (All webinars are different so the amount of time needed to give a presentation varies. But it is the goal of POE to allocate as much time as necessary for Q&A during each webinar.)

Next meeting – James Herren

The next Advisory Group meeting will be April 8, 2008 from 1-2:30 PM CDT.

Adjournment – James Herren

James closed the meeting with a reminder to the AG members to call or email if they have any questions or concerns about POE activities.