II. TARGETED PROBE AND EDUCATE (TPE)

Ed Knapp, Medical Review Team Manager at CGS, provided an update about the Targeted Probe and Educate program. The current policies in TPE include CPAP, diabetic supplies, immunosuppressive drugs, orthoses, manual wheelchairs, nebulizer drugs, oxygen, surgical dressings, and urological supplies. Most of the JC suppliers that are a part of the TPE program are still in round 1, but a few are in round 2. One of the members asked if TPE requires at least two rounds of audits, Ed clarified that it is possible to be excluded after the first round of TPE. Information about the program can be found on the Targeted Probe and Educate (TPE) for Jurisdiction C web page: [https://www.cgsmedicare.com/jc/mr/tpe.html](https://www.cgsmedicare.com/jc/mr/tpe.html)

III. myCGS

Tracy Sessoms with the Technical Team updated the group on myCGS, including some of the issues that have been experienced, recent enhancements and future enhancements.

At the time of the meeting there was an issue with the beneficiary deductible information possibly being displayed incorrectly and suppliers were advised to use the IVR to verify correct deductible amounts. Suppliers were notified of the issue on January 18, 2018. As a follow up after the meeting, the issue was resolved and a listserv was sent on February 9, 2018. The myCGS Alerts page can be viewed here: [https://www.cgsmedicare.com/jc/mycgs/alerts.html](https://www.cgsmedicare.com/jc/mycgs/alerts.html)

A recent enhancement was announced on January 5, 2018. Clearinghouse/Billing Agent (CHBA) registration is now available in myCGS. There was discussion about the two step process, and Tracy explained that the supplier must update the CEDI form to grant their clearinghouse/billing service access to their information via the DME MAC web portals. After the form is updated, then the CHBA may follow procedures for enrolling in the portal. Information about the enhancement is provided in the following news item: [https://www.cgsmedicare.com/jc/pubs/news/2018/0118/cope5846.html](https://www.cgsmedicare.com/jc/pubs/news/2018/0118/cope5846.html)

Future enhancements that are planned for later this year include the ability to make a simple claim correction, submit a reopening or redetermination request, and submit documentation for an ADR letter.

IV. FORESEE SURVEY & JURISDICTION C SEARCH ENGINE

An update on ForeSee Survey results and web site search engine was provided by John Kelly. 443 total surveys completed in 2017, and POE AG members completed 46 surveys in the 4th quarter.
an increase of 10 surveys from 3rd quarter with a 79 point average satisfaction. You may continue to use the direct link located in the beginning of all our listerv messages to complete the ForeSee Survey.

Enhancements to the web site search engine were released on January 17th. Enhancements include improved returns on search topics, options to search by relevance, date, PDF or video. The enhancement were a “soft” launch and CGS is employing a series of automated and manual updates to continually refine results based on customer use. Members were asked to use the new search functions and provide us with feedback. Please email feedback to the following mailbox: CGS.JC.MSI.Comments@cgsadmin.com

Several members reported their experience with the search engine enhancements and provided feedback about the usability of the ForeSee Survey and End User Acceptance Agreement boxes when viewed on a mobile device or tablet. John will report the issue with the pop up boxes to our web team, and is compiling all feedback about the search engine to further improve results.

Angie requested that members increase the number of ForeSee surveys completed in 2018 from one survey per quarter to two surveys per quarter. Members were reminded that they can use the direct link to the survey that is provided at the beginning of every listerv message, as opposed to waiting on the survey box to present.

V. MBI/NEW MEDICARE CARDS

Angie provided an update on the New Medicare Card project. CMS just announced the first wave geographic locations for April – June new card mailings: Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia Alaska, American Samoa, California, Guam, Hawaii, Northern Mariana Islands, Oregon. Starting in April 2018, people with Medicare will be able to check the status of card mailings in their area on Medicare.gov.

Members were asked to attend one of the upcoming monthly webinars that are planned throughout the transition and provide feedback and suggestions on education.

There was a short discussion about one billing agency’s workaround during the transition.

VI. UPCOMING EVENTS

Angie shared list of upcoming webinars in February, and asked for suggestions for additional topics. Two suggestions were offered via chat for education on new Q modifiers for high liter flow oxygen and continuous glucose monitor education.

POE Representation at upcoming association meetings and tradeshows was also shared:

- POWER Symposium March 1, 2018 in Las Vegas, NV http://thepowersymposium.com/

VII. 2018 EDUCATION PLAN

Angie updated the group on the 2018 education plan for Jurisdiction C. Mega workshops are planned for spring in Dallas/ Fort Worth area, Charlotte, Houston and Nashville. Date for DFW workshop is set for April 18 in Hurst. Houston will be on May 22. Angie asked for suggestions Charlotte workshop venue. Nashville workshop will be a JB and JC combined workshop. Mega workshop format was explained; suggestions for topics and real life examples for case studies were requested.

Comprehensive workshops are planned for the fall in Atlanta, Arlington, Oklahoma City, Miami and Jacksonville.

Suggestions for workshop locations had been received prior to the meeting from some members, and were noted for future planning. Suggestion to offer room blocks at hotel was also presented, and Angie let the group know that we are not allowed to guarantee room blocks at hotels.

Angie also shared plans for collaborative education with other MACs including A/B and DME MACs, attendance at A/B MAC POE AG meetings, workshops and collaborative webinars.

One-on-one education is also a priority during 2018, and POE will continue data driven education, and will introduce a new program to replace STEP. Details will be shared as soon as they are available.

Suggestion for NPWT online education course was received prior to the meeting, as well as education on replacement of DME for newly enrolled Medicare beneficiaries and acronyms.

VIII. OPEN DISCUSSION & FEEDBACK

The meeting was wrapped up with a quick open discussion.

A member brought up need for additional education on manual wheelchair home assessment, and clarification on CGM supply fee was requested.

IX. 2018 MEETINGS

The next POE AG meeting is tentatively scheduled in June for the day after the Nashville workshop. This will be an in-person meeting at the CGS office in Nashville, and exact date will be shared when workshop date is set. The third and fourth quarter meetings are tentatively scheduled for August 14 and October 16 via webinar/teleconference.