AGENDA

1. Roll Call
2. Meeting Format
3. Social Media, Website, Foresee Survey
4. Upcoming POE Events
5. POE 2015 Education Plan
6. MR Wizard
7. myCGS
8. ICD-10 Testing
9. Medicare Minute Awareness & Feedback
10. Denial Trends Feedback
11. Q&A- All
12. Next Meeting Date

ROLL CALL

Tracy welcomed the group and conducted roll call. The members in attendance are listed at the top of the meeting minutes.

MEETING FORMAT

Tracy presented suggestions on changing the format of the JC POE AG meetings. The following suggestions were provided:

- Additional CGS DME Speakers attend and present on “Hot Topics” within the supplier community.
- Pre-submitted questions from the POE AG that would be answered by subject matter experts within Jurisdiction C.
- Regular solicitation of feedback on topics such as education topics, website enhancements, and self-service tools.

Tracy requested feedback on the suggested changes and if anyone had any additional suggestions for future meetings. The responses were:

- Positive feedback was offered by all members regarding suggested changes.
- POE AG member suggested more information sharing between the members such as best practices.

SOCIAL MEDIA, WEBSITE, FORESEE SURVEY

John Kelly covered the importance of following CGS on the Social Media sites Facebook and Twitter. He explained to the group that these sights are one of CGS’ fastest lines of communication. He used the recent call center closures due to inclement weather as a perfect example. John explained all that is needed to receive these quick updates is to either “like” our Facebook page or follow us on Twitter. CGS is close to hitting the 1000 “like” milestone.

John talked about the importance of providers taking the ForeSee Satisfaction Survey and that CGS takes the comments very seriously. John went on to inform the group that all of the recent updates that were made to the website come from suggestions made within the survey. CGS is currently #1 nationally with a 79 point satisfaction rating. He asked the group to be proactive in helping CGS identify other enhancement opportunities. They could send those
suggestions by email to either John Kelly or Tracy Sessoms directly. Feedback was also requested on all of the discussed topics. The following feedback was provided:

- A POE AG member commented that she was unable to see others “likes” on Facebook.

As a follow up, the issue with not being able to see others “likes” has been resolved. Everyone should now be able to see/review likes/comments. **NOTE:** Comments are not LIVE, they are screened prior to posting.

**UPCOMING POE EVENTS**

Tracy gave an overview of the upcoming events where Jurisdiction C POE will be in attendance. The events are as follows:

**State/Regional Association meetings and workshops**
- VADMEC 2015 Winter Meeting- February 24, 2015, Glen Allen, VA
- MAMES Spring Medicare Workshop- March 24, 2015, Flowood, MS

**Tradeshows**
- AAOP Annual Meeting and Symposium-February 20, 2015, New Orleans, LA
- Essentially Women Annual Educational Conference-March 9, 2015, Orlando, FL
- NHIA Annual Conference and Exposition-March 24, 2015, Phoenix, AZ
- 2015 Spring Medtrade- March 30, 2015, Las Vegas, NV
- Amoena POWER Symposium- April 9, 2015, St. Louis, MO

**POE 2015 EDUCATION PLAN**

Tracy shared the education plan regarding the number of Mega (3) and Comprehensive (2) workshops that POE will be conducting and their tentative dates and locations. The tentative dates for Mega workshops are as follows:

**Mega**
- Charlotte, NC- May 6, 2015
- Nashville, TN- Summer, 2015
- Houston (tentative)-Summer, 2015

Tracy asked the group for feedback on Houston, TX as a possible Mega workshop location. The responses were:

- The majority of the group gave feedback that Houston would be fine however, they thought Dallas, TX would serve as a more central location and be able to offer education to a higher percentage of suppliers.

Tracy explained the dates and locations for the 2 Comprehensive workshops are still being determined, at this time.

**VI. MR WIZARD**

Tracy reviewed the most recent update within the MR Wizard and requested feedback from those who had already utilized the update. This update allows the supplier to pull MR claim denials by a date range and export the data to an excel spreadsheet. The feedback received was positive.

Several suggestions were made:

- Possibility of being able to pull multiple NPI’s within the same spreadsheet.
- Possibility of having all denials offered in an application like MR Wizard. This would help suppliers who are unable to utilize myCGS.

Tracy explained that currently enhancements are being researched that may cover these suggestions. However, she would pass the suggestions along and provide possible updates at the next meeting.

**myCGS**

Tracy covered the following updates within Version 2.11:

- Claim Status Detail information screen includes a new field (ADR Response Receipt Date) that shows the date in which CGS received a response to a development letter.
- The fields previously labeled as Development Letter Sent Date and Development Letter Denial Date have been relabeled as ADR Sent Date and ADR Denial Date.
- You can now print on all of the appropriate screens.
- Skilled Nursing Facility (SNF) Information will be updated to return all records associated with the date of service in your search. Previously only the most recent record for the date of service was returned.
- Redetermination Status will be updated so that when searching for a Redetermination by CCN, all associated cases for the CCN will be returned. Previously only the most recent case was returned.
- Prior Authorization will be updated to fix an issue in which the denial reason explanation did not always display correctly.
- The Ordering/Referring Physician Status screen will be updated to fix an issue in which certain physician records were not found.

Tracy also covered the transition of myCGS from CMS IACS to CMS Enterprise Identity Management or EIDM. She informed the group of the ListServ article titled, “myCGS Users: Complete Your EIDM Account Setup.” This article
was published on February 13, 2015. She asked the group on feedback regarding the transition and any other myCGS concerns.

- Feedback regarding the transition was positive.
- A POE AG member stated they were having ongoing issues on being able to utilize myCGS. Tracy asked the member to send their information to her and she would get someone to work with them individually.

VIII. ICD-10 TESTING

Tracy reviewed how important the ICD-10 End to End testing is to ensuring the Fee for Service provider community is ready for implementation. She explained the goal of this testing is to demonstrate the following:

- Providers or submitters are able to successfully submit claims containing ICD-10 codes to the Medicare FFS claims systems
- CMS software changes made to support ICD-10 result in appropriately adjudicated claims and
- Accurate Remittance advices are produced.

Tracy also covered the timeframes and deadlines regarding volunteering and testing. She informed the group of the CMS dedicated Web page http://www.cms.gov/ICD10 that offers a large amount of resources.

VIDEO EDUCATION

FEEDBACK AND AWARENESS

Tracy wanted to make sure the group was aware of the 2 most recent offerings of video education located on the CGS website. For those who had already viewed the education, feedback was requested.

- Power Mobility Pearls for the Practicing Physician- recorded on 11.17.14- Dr. Robert Hoover offers a no-nonsense look at documentation requirements for Power Mobility Devices from a practicing physician’s perspective. This video is a collaboration of all DME MAC jurisdictions for the benefit of physicians who prescribe Power Mobility Devices (PMDs).
- Claim Succession and Audit Fulfillment- recorded on 11.6.14 - This video is especially useful for National Mail Order Suppliers and all suppliers submitting claims to Medicare. We provide you with a comprehensive view of the claim submission process and provide guidance on supplier actions based upon claim review outcomes. The video walks you step-by-step through the patient intake and claim submission process, the correct way to submit Reopening and Redetermination Requests, and the ins and outs of the CGS Medical Review pre-payment audit process, all while highlighting the multiple resources that are available on the CGS website to maximize efficiency and accuracy of your claim submissions to Medicare. This course is helpful if you have new employees that are not familiar with claim submission or could be utilized as a refresher course on the importance of the intake process and obtaining sufficient medical records.

The responses for feedback were positive. A few comments from the members were as follows:

- Both are so helpful
- The video educations are a lifesaver in their office
- Extremely informative

FEEDBACK ON DENIAL TRENDS

Tracy requested possible education topics based on denial trends that would benefit the supplier communities. The suggested topics provided by the members are as follows:

- Continue extensive review of RAD policy and documentation requirements with real-life audit examples
- Standard language and documentation requirements
- Face to face documentation requirements and examples of what is considered compliant
- Acceptable formats of electronic records
- The good, bad, and the ugly from Medical Review- extensive case study reviews

Q&A

No additional questions were asked.

NEXT MEETING DATE

Tracy informed the group that the next tentative meeting date is Tuesday, May 13, 2015 from 1:30 p.m. to 3:30 p.m. CT. This meeting will be a conference call. The call in number will be included in the meeting request.

Meeting Adjourned 2:30 p.m. CDT