Welcome and Roll call – James Herren

Introductions – James Herren

James introduced the attendees from CIGNA Government Services Provider Outreach and Education (POE) Department. POE has recently added six (6) new members to the team – Veronica Chavez, Adam Hasty, Mark Loney, Yolanda Otero, Joy Quernemoen, and Zita Upchurch. Kevin Bunch with Gentiva in Atlanta, GA was introduced as the newest member of the Advisory Group.

Review of Recent POE Activities – James Herren and Ronja Roland

James gave a run down of all POE activities since the last Advisory Group (AG) meeting in October. These include an increase in the number of webinars offerings and topics, six (6) workshops, four (4) ACT Calls, six (6) State Association Meetings, and attendance at two (2) specialty conferences.

Upcoming POE Activities – James Herren and Ronja Roland

James continued the meeting with the agenda for the upcoming ‘09 POE Activities. Among the planned outreach events were workshops in Orlando and Jacksonville, FL;
Little Rock, AR; and Durham and Concord, NC. These workshops are planned for the months of March and April 2009.

James also reviewed the upcoming webinar offerings for Jurisdiction C suppliers. POE is averaging about 20 webinars a month covering a variety of topics and skill levels. This webinar increase is directly related to comments made from AG members over concerns about available slots in webinars.

Open Discussion - All

• The AG members briefly discussed concerns with Medically Unlikely Edits (MUEs) and how they were being used. It was asked if MUEs could be made public. (According to Medical Review, MUEs are not to be made public.)
• Concerns were raised by several AG members regarding Reopenings and Redetermination time frames and the letters that are sent from each department. Also, a concern was raised about suppliers not receiving Redetermination confirmation letters.
• Shannon Winebrenner inquired about training on the proper use of the Voluntary Refund form for Overpayment Recovery. Also, can a comment section be added to the form?
• James Herren reviewed with the AG members that POE planned to begin translating educational documents into Spanish.
• James Herren stressed to the members responsibilities about being on the AG, specifically that they can email or call at anytime when they see an area of educational need.

Next meeting – James Herren

The next Advisory Group meeting will be held on April 27th, 2009.

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.