AGENDA

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I. ROLL CALL & PURPOSE

Angie welcomed the group and reviewed the purpose. The primary function of the POE Advisory Group is to assist CGS in the creation, implementation, and review of provider education strategies and efforts. The Advisory Group provides input and feedback on training topics, provider education materials, and dates and locations of provider education workshops and events. The group also identifies relevant provider education issues, and recommends effective means of information distribution to all appropriate providers and their staff.

II. CGS XCHANGE PROGRAM

Lisa McGuirk, Senior MR Education and Provider Outreach Nurse, gave an update about a new supplier education opportunity coming soon called the CGS Xchange Program. The Xchange program will allow a supplier to request individualized policy education provided by a CGS clinician via teleconference. This is a voluntary program to help lower error rates. Watch for additional information to be provided through our listservs.

There was discussion about how the program will work. A form will be provided and suppliers can complete the form and submit it to request education. Medical review will set up education based on the education requested in the form.

One member asked about sharing the results of the education through FAQs or similar information. This is being evaluated and further educational topics may be published based on this education.

III. 2019 WORKSHOP PLAN

Angie shared that workshop dates and locations have been finalized for:

- Comprehensive Workshop – Oklahoma City, April 30
- Mega Workshop – Nashville, May 16
- Mega Workshop – Charlotte, June 19
- Mega Workshop – San Antonio, October 8

A mega workshop in Boca Raton, Florida, is still in the planning stages for the fall, and Comprehensive workshops are planned for Atlanta and Puerto Rico in October.

Group members were provided with comprehensive workshop session descriptions and mega workshop schedules prior to the meeting and asked to provide feedback. Members were also asked specifically about the Ostomy Supplies session at the mega workshops and for suggestions on how to increase attendance at workshop.

Discussion about the Comprehensive Workshops included a suggestion to include more information about claim edits, CCI, MUEs and bundling in the “Life of the Claim” session.

One member suggested that we include information about the topics that will be included in the Medicare Updates sessions in our promotion of the Comprehensive workshops, as well as making sure attendees know they can get their questions answered.

The mega workshop schedule there was a concern about the ABNs and Upgrades session time slot at the same time as Ostomy and Urological Supplies. It was suggested to include ABN and Upgrade information in the policy specific sessions that were scheduled at the same time.

IV. MEDICARE SATISFACTION INDEX (MSI) SURVEY

The Medicare Satisfaction Index (MSI) survey will soon be open to all suppliers to provide feedback about our services to CMS. The MSI is a once per year opportunity and only takes about 10
minutes. Angie encouraged all members to share the MSI survey link with anyone in their organization who has any kind of work with CGS as a DME MAC. The link will be provided via listserv and also posted on the DME website (https://www.cgsmedicare.com/jc/index.html). She shared information about improvements that were made as a result of the 2018 MSI (CGS Listens! Announcing Process Improvements, https://www.cgsmedicare.com/jc/pubs/news/2019/01/cope11004.html) and stressed the importance of the feedback received. She also shared an article that discusses the value of the ForeSee Website Survey and the MSI survey (Tell Us How We Are Doing! https://www.cgsmedicare.com/jc/pubs/news/2019/02/cope11137.html). Members are being asked to assist with increasing participation in the 2019 MSI survey to help ensure that the majority of suppliers are needs are being met. CGS makes changes to services based on the feedback from the surveys, so it is important that suppliers take the time to complete them.

Crissy Hill suggested that a MSI-dedicated listserv should be sent to make sure it is not buried in other update information. Angie will send all POE AG members a direct link to the MSI survey when it is launched.

V. WEBSITE FORESEE SURVEY

Angie reminded members that they are required to complete the ForeSee survey at least two months of each quarter, but they can complete it every 30 days. The survey is designed to “pop up” every 30 days, or you can access it directly from this link (https://survey.foreseeresults.com/survey/display?cid=wts0tp0khBZx1UgpcpMxA==&sid=browse-cigna_dme_mac_c-en). Attendees were asked to provide feedback on how to increase participation.

VI. SUPPLIER TELEPHONE INQUIRIES

Provider Outreach and Education is tasked with helping to reduce the need for suppliers to call customer service. The DMEPOS Consolidated Billing Tool (https://www.cgsmedicare.com/medicare_dynamic/jc/consbill/index.asp) was created as a result of identifying that a self service tool was needed to assist callers with determining when an item should not be billed to the DME MAC when a beneficiary was in an inpatient hospital or Skilled Nursing Facility (SNF) stay, or related to Hospice or Home Heath episode of care. Members were asked to provide feedback on additional self service tools or website content that is needed to help reduce telephone inquiries.

VII. MBI/NEW MEDICARE CARDS

Angie provided an update on the New Medicare Cards project. All waves of new Medicare card mailings have been completed, and for the week ending January 25, providers submitted 62% of fee-for-service claims with the MBI. The Medicare Beneficiary Identifier (MBI) uses numbers 0-9 and all uppercase letters except for S, L, O, I, B, and Z. She polled members to share any issues that have been identified. Attendees were given poll and 93 percent indicated they were submitting claims with MBIs.

VIII. myCGS UPDATES

Angie shared the latest information about myCGS enhancements and articles. Members were reminded that due to new password and security guidelines, users must log in to myCGS at least once every 30 days. Version 5.3 with ADR Viewing and Response Submission is being tested and is coming soon.

IX. PHYSICIANS CORNER

The Physicians Corner Web page (https://www.cgsmedicare.com/jc/mr/phys_corner.html) is designed for the benefit of physicians and practitioners who prescribe DMEPOS items for Medicare beneficiaries. Included in this section is important physician-based information pertinent to both the physician and the supplier that provides the items and services to your patient. Members were asked to provide suggestions on additional resources that can be linked here.

X. UPCOMING EVENTS

Angie provided a list of upcoming events that POE will attend in Jurisdiction C, and reminded about the Speaker Request form (https://www.cgsmedicare.com/jc/education/pdf/dme_speaker_request_form.pdf) to request presentation at an event.

XI. FEEDBACK AND SUGGESTIONS

Attendees were provided an update on previous suggestions and feedback. The update was shared in the agenda.

XII. OPEN DISCUSSION

Members participated in an open discussion about updated Dear Physician Letters, surgical dressing education, ways to increase workshop participation, enhancements to myCGS and new self service tools.

XIII. 2019 MEETING SCHEDULE

• February 26, 2019
• May 29, 2019
• August 27, 2019
• November 14, 2019