POE Advisory Group Face to Face Meeting

Members of the POE Advisory Group were invited to CGS to participate in a sample workshop where the new “Focused Policy” materials were presented for the first time by members of the Provider Outreach and Education Team. The workshop was divided into three two hour sessions that covered three different topics: Diabetic Supplies, Power Mobility, and Respiratory. Each session featured actual case file documentation sent to the CGS Medical Review or Redeterminations Departments. The goal of the workshop was to give attendees some insight into the MR and Appeals process and give them the opportunity to review and make a “pay” or “deny” decision on actual case files documentation and discuss the reasons for their decision.

POE Advisory Group Face to Face Meeting Feedback:

The attendees provided the POE Team with helpful comments and feedback on the workshop process. Much of the feedback was positive in that the workshop gave them a window into what it is like to review submitted medical documentation and some of the challenges reviewers face such as hard to read documentation and unorganized submissions.

Meeting Adjourned 4:00 PM CDT