Meeting date and time:
March 14, 2016 1:30 p.m. – 2:30 p.m. CT
Facilitator: Tracy Sessoms
CGS Representatives: Tracy Sessoms and Paul Cook
CMS Representatives: N/A
Advisory Group Members: Sharon Briggman, Ronda Buhrmester, Mary Fisher, Crissy Hill, Brian Lane, Lucas Matheny, Brian Nannie, Deborah Roberts, Gwen Turner, and Kelly Wolfe

AGENDA
I. Roll Call
II. CGS Connect
III. STEP (Supplier Training & Education Program)
IV. Proof of Delivery
V. Website Satisfaction Survey
VI. Upcoming Events
VII. POE Education Plans
VIII. In-person 2nd QTR POE Advisory meeting
IX. Feedback on denial trends and processes
X. Q&A - All
XI. 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.

CGS CONNECT
Paul Cook informed the group of the equipment (E1390 & E0601) added to CGS Connect since he last spoke to them in November. Positive feedback was given by all members.

myCGS
* Tracy updated the group on the Summer 2016 expected roll out for the 3.0 version of myCGS. One of the members expressed they were having access issues. Tracy will research a resolution.

STEP (SUPPLIER TRAINING & EDUCATION PROGRAM)
Tracy informed the group regarding the plan to conduct 2 STEP classes for 2016. The classes will be held in April and early Fall. She explained the attendees would be chosen from the waiting lists from the last registration. A registration notification would be released for the Fall class, if the waiting list had been cleared.

PROOF OF DELIVERY UPDATES
Tracy covered the information contained in CR9524 and CR9487 and asked if anyone had any questions. No questions were asked regarding the changes.

WEBSITE SATISFACTION SURVEY
Tracy shared with the group that the CGS website had seen an increase in beneficiary traffic. Since our website cannot assist them with the type of information they need, they are scoring our site poorly. Tracy asked the members to encourage suppliers to complete the survey each month and remind them that beneficiaries should be directed to 1.800.MEDICARE regarding any questions they may have. Tracy also thanked those members who had already relayed this message.

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
  - ATHOMES 2016 Spring Meeting- March 17, 2016, Nashville, TN
- Tradeshows
  - NHIA Annual Conference and Exposition - March 21-March 24, 2016, New Orleans, LA

POE 2016 EDUCATION PLAN
Tracy shared the education plan regarding the number of
Mega (6) and Comprehensive (4) workshops that POE will be conducting and their dates and locations. The dates for Mega workshops are as follows:

- Mega
  - Charlotte, NC- May 18, 2016
  - Nashville, TN- June 14, 2016
  - Little Rock, AR- July 13, 2016 (tentative)
  - San Antonio, TX- August 10-11, 2016 (tentative)
  - Dallas, TX- September 14, 2016 (tentative)
  - Orlando, FL- Fall 2016 (tentative)

- Comprehensive (all dates are tentative)
  - San Juan, PR- June, 2016
  - Atlanta, GA- August 24, 2016
  - Miami, FL- September 28, 2016

A member asked when planning our future education plans if POE would consider workshops in DC, Richmond or Fredericksburg, VA? Tracy said she would provide the feedback and let them know. Since the 2016 Education Plan has already been determined, it would be for 2017.

**IN-PERSON 2ND QUARTER POE ADVISORY MEETING**

Tracy asked the group if they would be interested and able to attend an in-person meeting on June 13th. Tracy will send out an email to take a vote and if the response is positive, she will plan a location and time. For those who would not be able to attend, she assured them a conference line would be available.

**FEEDBACK ON DENIAL TRENDS/PROCESSES AND POSSIBLE EDUCATION TOPICS**

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:

**Webinar Format**

- Different knowledge level webinars
  - Basic- an overview of policy
  - Advanced- Current documentation examples and scenarios based on Medical Review and CERT denials

- Testing of webinar participants throughout the webinar to gauge learning and understanding.

- Documentation Review

Webinar Topics

- How to respond to ADR request (including the difference in DCR and Complex)
  - Oral Anticancer Drugs
  - Oral Antiemetic Drugs

**NEXT MEETING DATE**

Tracy informed the group that the next meeting date is Monday, June 13, 2016 from 1:30 p.m. to 3:30 p.m. CT. However, the time may change if an in-person meeting is conducted. Tracy will notify the group once all votes have been received. She also reminded the group they can send pre-submitted questions and hot topics prior to the meeting.

Meeting Adjourned 2:45 PM CT