Meeting date and time: April 3, 2014 1:30 p.m.
Facilitator: Scott White
CGS Representatives: Scott White
CMS Representatives: Laurie Tan
Advisory Group Members: Sharon Briggman, Ronda Buhrmester, Mary Fisher, Shelley Hansell, Crissy Hill, Brian Lane, Brian Nannie, Tanya Scott, Jaci Tron, and Kelly Wolfe

CGS/CMS UPDATES - SCOTT

2014 Education Strategy: Workshops, Online Education, and Webinars.

• Scott informed the group that the first POE workshop of the year will be held on Charlotte on May 7, 2014. Full details and registration information will be made available on the CGS website under the Education tab. This workshop will be in the Mega format, which allows DME suppliers to hand pick the courses they would like to attend. We will focus on real case file documentation in the level 2 courses to provide a deeper insight into documentation requirements and the audit process.

• The second Mega workshop of the year will be held in Nashville in mid to late July. We are still nailing down a date for this workshop.

• POE is working hard to add brand new Online Education Courses (OECs) to the CGS website in an effort to address policies that are not covered during our usual webinar schedule. Two new OECs just went live: Osteogenesis Stimulators and Repairs/Replacements. We plan to have several more OECs posted in the coming months.

• For our 2014 webinar series, we are decided to combine the Level 1 and Level 2 webinars into one multi-skill level webinar and follow that with Q&A only webinar the very next day. We have tried this with our PAP and Oxygen webinars and have found it a successful way to reach all knowledge bases. We are going to expand this process to other product categories in the future.

myCGS Annual IACS Certification

• Scott reminded all myCGS and IACS users that on annual basis, IACS requires that all users complete a certification of their account. Users will receive an email from IACS with instructions on how to perform this annual certification. If you fail to complete the annual certification, your IACS ID will be revoked and you will no longer be able to access myCGS.

Medical Review Exclusions

• Scott went over the letter from Dr. Hoover that can be found in the Spring 2014 DME Insider regarding audit exclusions from Medical Review. The letter detailed a new process by which suppliers could be excluded from a service specific audit if CGS reviews more than a minimum threshold of claims in a quarter and the supplier falls below a certain percentage of claim errors.

• If a supplier falls below these thresholds, MR will send them a letter informing them that they have been excluded from that particular HCPCS code audit for a period of time.

• Please do not call Customer Service and ask for your error rate for any given quarter, they will not be able to tell you. This is tracked by MR and if a supplier meets the guidelines, MR will reach out to them.


Friday April 4, 2014

• Scott explained that Friday April 4, 2014 will be a CWF “dark day” and that you may have issues accessing certain information in myCGS.
MEMBER SUGGESTED TOPICS

Webinar Log In Information Timeliness

• A POE AG member has sent an email regarding the timing of webinar connection information emails. Scott explained to the group that the emails are not automatically sent by the Global Meet System and must be done manually by the webinar host. Typically, the host will wait until the day of the webinar to send the connection information, thus allowing the maximum amount of attendees to register. For 1:30 webinars, the email is typically sent the day of the webinar and depending on the host, the 9:30 webinar is typically sent the day before, but could be sent the morning of if it is a popular webinar.

Q&A - ALL

• The President’s signature on the “Doc Fix” Bill last week which included a delay in implementation of ICD 10 was discussed. This bill was in fact signed, which does move the ICD 10 implementation date back one year to 2015. From a contractor standpoint, we have not received any revision information from CGS. We will update the website as soon as this information is received.

• Scott informed the group that CGS has not received any updates as to enforcement dates of the F2F portion of the ACA nor any clarification on the questions posed regarding proper handling of this issue. More to come...

• The topic of the ALJ came up and Scott reminded the group that just because the ALJ is not going to work any new cases for the foreseeable future, this does not mean that cases should not be sent to the ALJ. Regular appeals timelines are in place so please continue to send your requests to the ALJ so that they are counted and considered timely.

Meeting Adjourned 2:15 p.m. CDT