04/30/2009 Conference Call

Facilitator: James Herren

CIGNA Representatives: Mark Loney

CMS Representatives: None


Welcome and Roll call – James Herren

Introductions – James Herren

James introduced the attendees from CIGNA Government Services Provider Outreach and Education (POE) Department. There are three new Advisory Group members since the last meeting - Beckett Farris (New Mexico), Dale Lang (Arkansas), and Deborah Roberts (North Carolina). In addition to these new members, the Advisory Group (AG) will expand in future to replace former members who have rotated off of the group.

Review of Recent POE Activities – James Herren and Ronja Roland

James reviewed POE activities since the last Advisory Group meeting in February. These included:

Workshops in Orlando, FL (03/11), Jacksonville, FL (03/18), Little Rock, AR (04/01), Durham, NC (04/09), and Concord, NC (04/21). (The workshops in Durham and Concord, NC were held in conjunction with the Part B NC POE team.)

ACT Call on 03/11 covering general DME topics.

State Association Meeting: Ronja Roland attended the MESA meeting in Houston, TX on March 5th and 6th.

National Associations and Events: POE attended the NHIA conference in Baltimore, MD on March 1st – 4th. CGS POE was represented by Dante Thomas and Max Garner. POE was represented by Taveo Perry and James Herren and MedTrade West in Las Vegas on March 25th and 26th.

Open Discussion about POE activities

- Wanda Dwiggins (NC) liked the location of the Concord, NC workshop as well as the overall format. Wanda stated that she did not enjoy the joint courses that were held with Part B providers as much due to the questions asked that did not always pertain to her specialty.
- Pam Kaehler (WV) said this was the first workshop she has attended and was very pleased. She enjoyed the facility and the POE staff that presented. Pam expressed concern with some errors she noted in the presentations that caused the presenter to have to go back and offer clarification. (CGS POE will look into the errors that Pam brought to our attention and revise any content that is incorrect.)
- Pam Kaehler (WV) noted that her staff attends almost every webinar offering from CGS POE and enjoys them.
- Leigh Ann Matthews (AL) noted that at the most recent Alabama Durable Medical Equipment Association (ADMEA) meeting members expressed concerns that the webinars were still filling up too quickly. (CGS POE is actively working to correct this issue.)
- Tanya Noah asked that all updated webinars be given a revised date on the slides. (CGS POE will produce a revised date on all updated materials going forward.)
- Wanda Dwiggins (NC) and Jackie Bolt (SC) asked if CGS POE could create a webinar going over beneficiary financial responsibilities. James and Mark noted that CGS POE is creating a “New to Medicare” series and will add that information into the educational course.

Upcoming POE Activities – James Herren and Ronja Roland

James continued the meeting by reviewing the upcoming POE activities for the month of May. These activities are scheduled to include:

A total of 28 webinar offerings covering ABNs, Reopenings and Appeals, Medicare 101, Medicare 102, Respiratory Assist Devices, CPAPs, Oxygen, CERT, Documentation, AFO/KAFO, Orthopedic Shoes, Knee Orthosis, TLSO, Modifiers, Manual Wheelchairs, and Power Mobility Devices.

An ACT call over the CERT program on 05/14.
Three workshops in Albuquerque, NM (05/06), Atlanta, GA (05/12), and Richmond, GA (05/18).

The SCMESA state association meeting in Columbia, SC on 05/21.

James also noted that the current Online Education Center (OEC) offerings were to be reviewed and revised as necessary. The offerings were also to be expanded as well and the AG’s input will be sought on topics as well as content.

Open Discussion about upcoming POE activities

- Pam Kaehler (WV) wanted to make sure that the new OEC’s have pre and post-tests that can be printed for training and tracking purposes.
- Jackie Bolt (SC) seconded Pam’s request by noting this would help with the educational components of accreditation.
- Chris Hettich (TX) asked if our educational offerings could be stored in a user profile. Mark noted that we are currently looking into making this possible.

Open Discussion - All

- Felisa Cook (MS) stated her appreciation with the creation of a fax number for Redetermination requests. (The number is 615.782.4630.)
- Leigh Ann Matthews (AL) asked for the “Whom to Contact” sheet to be moved to make it more accessible.

Next meeting – James Herren

The next Advisory Group meeting will be held in early June. James expressed a desire to have monthly meetings for at least the next quarter. James will alert the AG members to the time and date of the next meeting.

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.