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. CBIC Update

Elaine Hensley, Chief Liaison, DMEPOS Competitive Bidding Implementation Contractor (CBIC) provided an overview of the registration and bidding process for Competitive Bidding Round 2021 and solicited feedback from the members. Elaine’s slide presentation was shared with all members prior to the meeting.

III. Website Updates and Foresee Survey

Angie reminded members to be sure to take complete the ForeSee Customer Satisfaction survey of the website at least 2 months out of quarter, and to be sure to include that you are a POE AG member in comments.

Shannon Toohey, Communications Specialist, provided an update about the website satisfaction scores, website search functionality and requested feedback about the website from members.

Several members cited issues with password resets in myCGS being an issue. Users are reminded that passwords must be reset every 30 days, and inactive users are suspended after 30 days and deactivated after 90 days. In order to remain an active myCGS user, you must log in to myCGS at least once every 30 days and updated your password. If you don’t remember your myCGS password and need to have it reset, you should follow the steps within myCGS by clicking the “forgot password” link. In order to reactivate your account if it is suspended, you must call our Provider Contact Center. If you do not log in for 90 consecutive days, your account will be deactivated, and you will need to re-register for myCGS.

Mary asked about the enhancements to SNF/Hospital information search in myCGS, and Angie indicated that this is on the list of improvements that will be rolled out with future updates.

Noel asked if members should continue to add previous suggestions to the survey comments, and Angie indicated that this is a good idea to periodically add reminders for previous suggestions to the survey comments. He has suggested several items that are also on the list for future enhancements.

Shannon went over the new myCGS Status button. When you visit https://www.cgsmedicare.com, and click Jurisdiction C, you will now see a button at the top right corner of the home page. The button is generally green, which signals the portal is up and all functions are usable. It will turn red if myCGS is temporarily down, and yellow if there is an issue with one of the portal’s features.

Angie reminded everyone to complete the CGS Go Mobile Survey that was sent to everyone previously. Crissy had a suggestion about including updates to disaster resources when needed.

IV. myCGS Updates

Chaunta Hubbard from the Jurisdiction C POE team provided an update on the myCGS V5.3 ADR Functionality and asked for feedback from the group.

Meredith stated that is has been a God send to have the ADR’s available as quickly as they are. It is extremely helpful to view letter and check status, and allows us to send responses more quickly.

Angie shared information about a secure messaging feature being added soon and asked for suggestions on additional uses of secure messaging. Additional information on how the feature will be used, as well as details on where to find the secure message will be published when the feature is available.
V. UPCOMING EVENTS

Angie went over the schedule for upcoming events and asked for any suggestions for hot topics that should be included. There were no suggestions or feedback provided.

VI. FOLLOW UP ITEMS

Angie provided an update on the MSI survey and thanked members for taking the survey and helping to increase participation. She also provided an update on previous member suggestions that are still pending implementation, as well as completed suggestions.

VII. FEEDBACK AND SUGGESTIONS

Prior to the meeting, members were asked to review the Disaster Resource Guide and provide feedback. Sharon suggested the addition of FAQs, and Crissy had suggested the addition to the Go Mobile App.

VIII. OPEN DISCUSSION

During open discussion a member had questions about specific documentation guidelines that Angie provided answers to. As a note – in the future, please feel free to reach out to your Community Coach if you have a specific question about policy or guidelines.

The quarterly reports for Medical Review’s current service-specific pre-payment reviews are available on the Quarterly Reports Web page at: https://www.cgsmedicare.com/jc/mr/reports.html.

The next meeting will take place via webinar/teleconference on August 27, 2019.