ROLL CALL
Tracy welcomed the group and conducted roll call. The members in attendance are listed at the top of the meeting minutes.

MEETING FORMAT
Ebony gave an overview of the process for appealing an overpayment. She also provided several tips to assist suppliers with completing the Redetermination request form. The following tips were provided:

- Make sure the box is checked “Yes,” indicating you are appealing an overpayment.
- In the Claim Information Section make sure to use the CCN from the adjusted claim.
- Attach the Overpayment letter directly behind the Redetermination request form within your request.

Ebony requested feedback or suggested changes to the Appeals portion of the website. The responses were:

- Positive feedback was offered by all members and no changes were suggested.

WEBSITE, FORESEE SURVEY
Tracy talked about the importance of providers taking the ForeSee Satisfaction Survey and that CGS takes the comments very seriously. Tracy went on to inform the group that most of the upcoming updates came from suggestions made within the survey. Tracy informed the group the CGS is currently #1 nationally with an 81 point satisfaction rating. An 81 point satisfaction rating is a first for CGS and it is a first for any DME MAC.

Tracy asked if there were any other suggestions for website enhancements.

- At this time there were not any additional suggestions made.

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

- NCAMES 2015 Summer Meeting- June 18, 2015, Wrightsville Beach, NC
- VADMEC 2015 Summer Meeting- July 15, 2015, Norfolk, VA
- Alabama Prosthetic & Orthotic Association Annual Meeting- July 18, 2015, Montgomery, AL
- ADMEA Convention- July 28, 2015, Atmore, AL

POE 2015 EDUCATION PLAN

Tracy shared the updates to the education plan regarding the number of Mega (5) and Comprehensive (3) workshops that POE will be conducting and their tentative dates and locations. The dates for the remaining Mega workshops are as follows:

Mega
- Houston, TX - July 16, 2015
- Dallas, TX - September 16, 2015
- Orlando, FL (tentative) - October 14, 2015

Tracy informed the group that based on their previous feedback the POE team added Dallas, TX to their education plan.

Tracy explained the dates and locations for the 2 Comprehensive workshops are still being determined, at this time.

Comprehensive
- Jacksonville, FL - August 5, 2015
- Little Rock, AR – August 19, 2015 (tentative date)
- Knoxville, TN – September 23, 2015 (tentative date)

MR WIZARD

Tracy informed the group the data range and export feature for the MR Wizard was temporarily removed for maintenance and function updates. The update completion date hasn’t been determined at this time. CGS will send out a Listserv notification once the feature has been updated.

myCGS

Tracy covered the upcoming enhancements to myCGS that will allow you to submit the following through the web portal:

- Clerical corrections (corrections currently processed through Telephone Reopenings)
- Claims
- Redetermination requests
- ADR Responses

Additional enhancements were also covered:
- The Web portal look and feel will be refreshed.
- Enhancements to make the registration process simplified.

Tracy asked the group on feedback regarding the enhancements and any other myCGS concerns/suggestions.
- Feedback regarding the enhancements was very positive.
- A POE AG member asked when they would be able to register multiple NPI/PTAN. Tracy stated she knew that was a top priority but wasn’t sure of the date in which that would be available. She will research and provide information at the next meeting, if not sooner.
- Suggestion made regarding the Back-up Authorized Official (BAO) receiving the same access as the Authorized Official (AO) without the manual intervention of the AO. Tracy will research and report back to the group by the next meeting.

CGS GO MOBILE APP

Tracy shared the upcoming updates to the CGS Go Mobile App. She also covered how these updates could assist suppliers with their referral sources.

The following updates are scheduled to be available by the end of June:
- Searchable fee schedules for DMEPOS/Drug (This feature will contain 5 quarters searchable by HCPCS codes)

The following updates are scheduled to be available by end of July:
- Access to the LCD’s and Policy Articles
- A new video platform to support our growing video education library

Tracy explained that current users will receive an update message on their mobile device when all of the content is available through the App store and Google Play.

FEEDBACK ON DENIAL TRENDS

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:

- Possible education regarding denials due to PECOS issues (explaining to the providers the items that would affect a physician’s enrollment status thus causing their claims to deny)

She also informed the group that a member of management from the Customer Service department would be periodically attending the meetings. They will be seeking feedback/
suggestions and discussing any process changes that may be coming.

Tracy asked the group for feedback regarding the Customer Service management team attending the meeting and any feedback she could provide to them for possible changes. The feedback/suggestions are as follows:

- Positive feedback was given regarding the periodic attendance of the management team.
- A member of the group asked if it was possible for the CSR’s to validate the number of pages received in an ADR response and determine if the pages are legible.

Tracy will discuss with the Customer Service management and provide a response by the next meeting.

QUESTIONS & ANSWERS

- A member of the group inquired about their audit results. Tracy will contact them to discuss one on one.
- No additional questions were asked

NEXT MEETING DATE

Tracy informed the group that the next meeting date is Wednesday, August 12, 2015 from 1:30 pm to 3:30 pm CT. This meeting will be a conference call. The call in number will be included in the meeting request. She also reminded the group they can send pre-submitted questions and Hot topics prior to the meeting. Tracy will make sure a subject matter expert is available to discuss the questions/topics submitted.

Meeting Adjourned 2:15 PM CT