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.

AGENDA

I. Roll Call
II. Website
III. FAQs
IV. myCGS
V. New Medicare Cards/Medicare Beneficiary Identifier (MBI)
VI. Upcoming Educational Opportunities & Initiatives
VII. 2018 Workshops
VIII. Collaborative Education
IX. Status of POE AG Suggestions Received
X. Targeted Probe and Educate
XI. Open Discussion
XII. Next Meeting: Tuesday, August 21 – teleconference/webinar

I. ROLL CALL

Angie welcomed the group and started the introductions. CGS staff and one advisory group member, Jane Talley, were present for the in-person meeting at the Nashville CGS office. Other advisory group members attended using the teleconference number provided.

II. WEBSITE

John Kelly, Marketing and Website coordinator provided an update on the CGS website web satisfaction score. The score is headed back up after dropping a few points due to a few issues that have now been corrected, or are in the process of being corrected. The CGS Jurisdiction C website continues to lead the nation in website satisfaction. He thanked the members for continuing to complete the survey and provide feedback to us.

John updated the group on plans to reconstruct the information located on the Medical Review section of the website, based on feedback from the surveys. Advisory group members were asked to review the current website and provide feedback and suggestions. John asked members to email Angie their feedback to the following questions:

1. Do you, as a POE AG member, have recommendations for how best to design the Medical Review information?
2. Would you, as a POE AG member, prefer CGS leave the information as it is currently designed?

John asked for comments or feedback from the group. Toni Wheeler added clarification that this part of the discussion applies to the Medical Review section under the left navigation menu. Members were asked to provide feedback by June 22.

Follow up: Angie sent an email to all advisory group members asking for feedback to the questions.

III. FAQS

Toni Wheeler, program manager, and Jon Bergey with the Technical Team asked the group to provide feedback on restructure of the website FAQs.

• Do you find it easy to locate the information you’re looking for in FAQs?
• Do you feel the structure of the FAQs pages could be improved, and, if so, how?
• Would you like to see information grouped together in more general categories, with more information on a single page or would you like to see more pages that are more specialized and specific to a topic? Is it best at the level it is at now?

Consensus from the members in attendance was to go back and look for specific questions in an FAQ and then provide feedback to email that will be sent.

Follow Up: Angie included these questions with email about the website.
IV. myCGS

Cheryl Haynes, Director of System Support, provided an update on planned enhancements to myCGS and asked advisory group to provide feedback. She also extended an invitation to the advisory group that she would do on site visits to view how the portal is used in a real life environment in order to better understand what users really need. She would like to know what your pain points are, what you like about the current portal, and what would you like to see changed.

Cheryl requested that you utilize the Feedback button located in the upper right hand corner of myCGS. This is not a survey, and it can be used at anytime. It will open up as an e-form, and that you fill out, and CGS management looks at daily.

We also plan to bring prospective changes to the advisory group for your advice, and will be relying on you in the future to provide valuable feedback.

Cheryl gave an overview of the MBI Lookup that was added to myCGS on June 1 and provided information about the change to the URL and email address for myCGS. The change was announced in a listserv on June 4, titled “New Address for Accessing myCGS (https://www.cgsmedicare.com/jc/pubs/news/2018/0618/cope7877.html).”

A change has also been made to how temporary passwords are issued when a password is forgotten. myCGS will no longer send a temporary password. You will receive an email with a formula of data only you should know based on answers to your security questions. A different formula will be used every time in order to protect data.

Big changes to the myCGS portal are planned for the coming year, and Chery provided an overview of what is coming. The first update will be to the look and feel of the portal – it will be more modern, and less clunky. Selecting the jurisdiction and accepting the Terms and Conditions will be streamlined into one click.

Later updates to look for:
- Automated Reopenings Module (ARM) – a way to submit a reopening via the portal. It will accept anything that you would normally request a Telephone Reopening for. There will be no limit to how many you can request.
- Medical Review (MR) Initiative – An MR summary will be provided based on NPI/PTAN selected. It will provide information on each claim in our system that we have sent an ADR for a specific NPI. You will be able to view the ADR letter and upload documentation requested in the portal, up to 25 MB per file. Will provide confirmation of size of file received.
- Ability to upload written requests for redeterminations, prior authorization, ADMC and reopenings. We are looking at top suppliers who submit redeterminations to see if they are in portal yet.
- Secure messaging to request missing information before issuing a denial.

Cheryl told us there are 176 suggestions for enhancements that her group is looking at and prioritizing. She will be asking the POE AG for their input on what enhancements will be most important. Also, they are creating a set of 11 videos that will be posted to the website. The videos will be grouped by function, and include tips and tricks.

Angie asked for non portal members to contact their community coach for help with enrollment.

V. NEW MEDICARE CARDS/MEDICARE BENEFICIARY IDENTIFIER (MBI)

Angie reviewed education that has been conducted on this initiative and asked for feedback on any issues that suppliers are experiencing. The group was updated on the addition of the IVR MBI converter tool, the MBI look up in the portal. Cheryl mentioned voice recognition for IVR. Accents are preventing voice recognition from working efficiently. Tracy said one supplier has used it as part of their intake process.

VI. UPCOMING EDUCATIONAL OPPORTUNITIES & INITIATIVES

- Liz Daniels provided an overview of Reducing Appeals through Education (RATE). This initiative is being conducted in collaboration with Noridian and is based on the QIC telephone demonstration. It is currently only being conducted in Jurisdictions C and D. We are tasked with providing additional one-on-one education to try to reduce the ALJ backlog. Data is collected from appeals and documentation is reviewed. A presentation is created for the supplier using their own documentation and appeals requests. Since 2016 we have conducted 63 supplier specific presentations, 49 in person, 14 via webinar for over 200 individual base PTANs, which is thousands of suppliers (usually larger suppliers). Liz noted that many times a redetermination is requested when it could have been handled through Reopenings.

- Mia Gott updated the group on Data Driven Education (DDE). This Provider Outreach and Education initiative began in January 2017, and is another form of one-on-one education. The call center provides data for the top suppliers calling on monthly basis. Provider Outreach and Education reviews the data to determine how we can help to save the supplier time and help reduce the number of times they need to call. We will contact a supplier to see if they want to meet with us, and develop a presentation specific to the supplier and provide pointers and resources. We look to see if there are tools that we can create to help reduce the call volume. Our ultimate goal is to save time for both supplier and CGS. We have identified some opportunities for us to help – the Consolidated Billing Tool was created as a result of this. Mia asked the group if anyone is aware of the tool, or had participated in DDE. No one responded. Mia provided overview of DMEPOS Consolidated Billing Tool (https://www.cgsmedicare.com/medicare_dynamic/consbill/index.asp), and Angie asked for feedback from anyone who has participated in the program.

- Judie Roan introduced Provider 360 to the group and asked if anyone has watched the Medicare MinuteSM CGS Road Trip
Provider 360 videos? Episodes 1 and 2 are currently available on the Video Education page (https://www.cgsmedicare.com/jc/education/Video/index.html#mmmd). CGS Business Excellence, POE, and MR teams are involved, and the goal is to reduce errors by utilizing lean processes. We contact the supplier based on data for a specific issue and ask if they will participate in the program, which includes an on-site visit. During the visit, the supplier takes us through their intake process from time of receiving the order through payment, denial, or appeal. The new Dear Physician – Positive Airway Pressure (PAP) Devices: Replacement letter (https://www.cgsmedicare.com/pdf/dpl_cpat_devices_replacement.pdf) is a result of an issue identified during one of the Provider 360 visits. Provider 360 does audit claims, we pull certain number of claims to see if the changes make a difference. One member asked if we will add more Road Trip videos, and the answer is yes.

VII. 2018 WORKSHOPS

Angie noted that Provider Outreach and Education has just wrapped up the 2018 Mega workshops, and is about to start with comprehensive workshops. The workshops will be held in smaller venues with no breakout sessions. Workshop schedule for the remaining year:

- Oklahoma City, OK – August 15
- Atlanta, GA – September 26
- Arlington, VA – October
- Miami, FL – October
- Jacksonville, FL – November

Register for a workshop at: https://www.cgsmedicare.com/jc/education/workshops.html

VIII. COLLABORATIVE EDUCATION

Michael Hanna went over the collaborative education being conducted with Noridian and the A/B MACs. The DME CERT Task Force just conducted a webinar over Nebulizers and Inhalation Medication and is preparing for a session at Medtrade this fall as well as a webinar before the end of the year based on CERT data. We have started a new program with Noridian using co-branded education for certain webinars to ensure the presentation is consistent between all jurisdictions. These webinars will have a specific format and look to them, and will contain jurisdiction-specific resources, but LCD and documentation requirements should be the same. There is also an A/B MAC collaboration workgroup that meets monthly and plans “Physicians Are You Ordering…” articles followed by joint webinars. The workgroup just completed a Documentation Requirements webinar for more than 1000 attendees. The webinar was conducted twice on the same day, one in morning and one in afternoon to accommodate providers in different time zones. CGS Provider Outreach and Education analysts are also attending A/B MAC events. Angie and Michael will have sessions at Novitas A/B events throughout the fall. Physicians Corner has been added to the MR section of website. Angie added that she will be going to Colorado Springs in July and OKC in August in conjunction with our Comprehensive Workshop for conduct sessions at the Novitas Symposium. If you have referral sources, let them know that we will be there. We will go over top CERT errors related to missing documentation from the prescriber. Michael will be at the Baton Rouge event in October. Mia reminded that we are also attending the A/B MAC POE AG meetings. Angie asked for ideas on what to include in the A/B MAC presentations.

IX. STATUS OF POE AG SUGGESTIONS RECEIVED

Angie provided the following updates on previous suggestions received from advisory group members:

- Pop Up screens on website when viewed on mobile device or tablet has been fixed.
- Education on home assessments for manual wheelchairs – this continues to be included in the Manual Wheelchair webinar, and is also covered in detail during the Wheelchair Updates session in Mega Workshops, including examples of errors. We have also had some discussion about adding an FAQ to the website and that is being considered.

X. TARGETED PROBE AND EDUCATE

Shelley Devericks, MR Manager, updated the group on TPE. We are moving into round 2 with some suppliers, and new suppliers are being added to Round 1. Another positive aspect of the program is the number of curable error denials is being reduced. MR is contacting suppliers to obtain missing documentation prior to denying the claim, with nearly 40% of the denials being overturned by contacting supplier. MR is also contacting suppliers who are nearing the 45 day window to find out if they have any questions on documentation. Education is being conducted throughout the process. Suppliers who are excluded from audits are being encouraged to participate in CGS Connect™ (https://www.cgsmedicare.com/jc/mr/cgsconnect.html).

XI. OPEN DISCUSSION

Jane enjoyed the Ask the Contractor Teleconference (ACT) that she listened to, especially being able to hear the variety of questions asked.

Mega workshops were discussed and several members stated they thought those to be the most beneficial, and found the hardcopy booklet and handouts to be very useful, especially since so much information is shared electronically.

XII. NEXT MEETING

Tuesday, August 21 – teleconference/webinar