07/10/2008 Conference Call

Facilitator: James Herren

CIGNA Representatives: Max Garner, Taveo Perry, Ronja Roland, Dante Thomas, and John Kelly

CMS Representatives: None

Advisory Group members: Dan Anderson, Felisa Cook, Sandy Cournier, Emmie Guinn, Christopher Hettich, Bobbi Jones, Pamela Kaehler, David Lazarus, Lori Mann, Valerie Otterson, Sandra Torres, Angela Valella, Shannon Winebrenner, Sally Davis (attending for Matthew Nelson)

Welcome and Roll call – James Herren

Introductions – James Herren

James introduced the attendees from CIGNA Government Services Provider Outreach and Education (POE) Department - James Herren, Ronja Roland, and Dante Thomas. James introduced Max Garner and Taveo Perry to the Advisory Group. Max and Taveo are the newest members of the Provider Outreach and Education team. (John Kelly, manager of Provider Outreach and Education and Communications joined the meeting later.) James also introduced Emmie Guinn with Preferred Homecare of Arizona to the group as the newest AG member.

Review of Recent POE Activities – James Herren and Ronja Roland

James gave a run down of all POE activities since the last Advisory Group (AG) meeting. These include Webinars, the “Maximizing Your Reimbursement” workshop in Birmingham, AL, ACT Calls, State Association Meetings in North Carolina and Florida. Ronja Roland also attended MedTrade in Long Beach, CA in May.

Upcoming POE Activities – James Herren and Ronja Roland
James continued the meeting with the agenda for the Third Quarter ‘08 POE Activities. Among the planned outreach events were workshops in Orlando and Miami, FL. These workshops are planned for July 14th and 16th. POE will also hold workshops in Memphis, TN on August 13, Atlanta, GA on August 19, and Baton Rouge, LA on September 22.

James also reviewed the upcoming Webinars and ACT calls for the quarter, they are as follows:

Webinars
- Documentation – July 10
- Power Mobility – July 31
- ANSI Guide – August 19
- Decubitus Care – August 26
- DME Insider – September 9
- Diabetic Supplies – September 30

ACT Calls
- Specialty ACT Call – Small Suppliers – July 24
- General ACT Calls – All Suppliers – September 17

Other
- AOPA Meetings – September 10-13

State Association Meetings
- VADMEC – Virginia Beach, VA
- MESA – Dallas, TX

Open Discussion - All

- DME Accreditation was discussed. Specifically how it pertains to suppliers who provide items not in a product category.
- Use of the EY modifier for items billed for denial was discussed. Please see the instructions in MLN Matters article MM5771.
- Lori Mann expressed concern about the lack of availability of webinars. Specifically that webinars are filling up too quickly. John Kelly informed the Advisory Group members of a new vendor that is to be put in use by CGS. This new vendor will allow CGS to have a higher capacity than the current vendor allows. Also, new equipment will allow POE to record webinars and offer them as a playback option in the future.
- Chris Hettich said that he thought the new Competitive Bidding OEC was well put together.

Next meeting – James Herren

The next Advisory Group meeting will be held in October with a date to be determined. This meeting will be during MedTrade and AG members are invited to attend in person.

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.