DME MAC Jurisdiction C

ADVISORY GROUP MEETING MINUTES

Date: August, 10, 2011  Time: 10:30 AM CT
Place: Teleconference  Facilitator: Scott White
CGS Representative: Scott White  CMS Representatives: N/A
Advisory Group Members: Dan Anderson, Jim Dye, Samantha Edwards, Bobbi Jones, Pamela Kaehler, Lori Mann, Karen Sedunov, Rhonda Turner, Lauren Vamaro, Cynthia Watson, Shannon Winebrenner, and Mike Klug

Roll Call
See above

Updates
Meeting began with welcome and roll call. Scott then shared the POE face to face events schedule for the remainder of 2011 with the group:

- **September 12, 2011**
  - Jacksonville, Florida • Mega Workshop

- **October 11, 2011**
  - San Antonio, Texas • O&P Specialty Workshop

- **October 12, 2011**
  - San Antonio, Texas • Compliance and Documentation Workshop

- **November 8, 2011**
  - Orlando, Florida • Respiratory Specialty Workshop

- **November 9, 2011**
  - Orlando, Florida • Compliance and Documentation Workshop

Scott then reminded the group that registration is now open for the Jacksonville Mega Workshop.

The next item discussed was the feedback received from the group about the Support Surfaces webinar draft that was sent to POE AG members and how this gave CGS great insight into the issues being faced by the provider community regarding this policy. Scott then asked for suggestions on future webinars and did not receive any feedback.

**CR 7452**

The next topic of discussion was CR 7452 which added sections 5.2.5 and 5.2.6 to Chapter 5 of the PIM. This CR extended the contact and delivery dates for shipped refills and provided clarification on the difference between prospective and retrospective billing practices. Scott explained the difference between proof of delivery and proof of use and how retrospective billing does not meet Medicare requirements.

**LCDs Out for Comment**

Scott informed the group that three LCDs are currently out for comment on the CGS website. The three LCDs are: Automatic External Defibrillators, Pneumatic Compression Devices and Suction Pumps. Scott will send the group the LCD links as well as the letter explaining how to send in comments on the listed LCDs.

**Suggestions/Comments**

Scott then turned the meeting over to the group for questions and comments.

**Question 1:** Will the BCBS change over affect any aspect of the Provider Outreach and Education provided to the supplier community?

**Answer:** No, the only change in the near future would be the email addresses of the POE team members as CGS fully transitions out of the CIGNA system. All educational events and webinars will not be affected by the change.

**Question 2:** Regarding a change in amino acids and a required narrative. Provider has experienced some denials.

**Answer:** Requested claim examples

**Question 3:** Are providers required to report the quantity of supplies the beneficiary has left when providing refills?

**Answer:** While this was not addressed in CR 7452, an article from the Medical Directors is set for publication on August 11, 2011 that lists specific requirements for the refill request, including documenting the quantity of supplies the beneficiary has remaining in the current rental month.

**Question 4:** Frustration was expressed over multiple providers billing diabetic testing supplies and how this affected the provider community.

**Answer:** Medicare pays on a first come first serve basis for these items. Auditors are cracking down on companies who dispense without an order and education is being provided to physicians about signing multiple scripts.

**Question 5:** Is CGS aware of an increase in office visits by the ZPICs?

**Answer:** Yes, CGS has become aware that Advance Med has been conducting several on site visits to provider’s offices. It is important to get the proper identification from anyone coming into your office and requesting to see beneficiary files.

**Meeting Adjourned**

At 10:30 AM CT