AGENDA

I. Roll Call & Purpose
II. Dear Physician Letters
III. Condition of Payment Prior Authorization Expansion Education
IV. MBI/New Medicare Cards Education
V. ForeSee Survey
VI. Upcoming Events
VII. Feedback on 2018 Education Strategy
VIII. Feedback on Listserv and Website Marketing
IX. Review of draft materials
X. Input for 2019 Education Planning
XI. Upcoming Advisory Group Membership Drive
XII. Open Discussion

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.

Angie let members know that she will be asking for feedback on the 2018 education as the department moves into planning for 2019.

II. DEAR PHYSICIAN LETTERS

Crissy Hill shared feedback from referral sources that she received about dates on Dear Physician Letters, specifically the “Dear Physician – Electronic Health Records and Addenda”. This letter is dated 2014, and does not include the names of current medical directors for Jurisdictions A and D. She suggested that we update all letters with current DMDs and revised or last review date.

III. FAQS

Michael Hanna provided an update about the expansion of the Condition of Payment Prior Authorization program and information about upcoming webinars and Ask the Contractor Teleconference (ACT). Webinars are scheduled for September and October and an ACT on September 5. Information will also be included in contractor updates at Medtrade. Angie asked for feedback from the group about any issues being seen, and about the marketing of the ACT and webinars. No feedback was received. Michael reminded the group that requests submitted via esMD, must be submitted using format 8.4. Information about upcoming ACT calls can be found on the ACT (Ask the Contractor Teleconferences) (https://www.cgsmedicare.com/jc/education/act.html) Web page or the Calendar of Events page (https://www.cgsmedicare.com/medicare_dynamic/wrkshp/DME_COE/DME_Report.asp).

IV. MBI/NEW MEDICARE CARDS EDUCATION

Angie gave an update on the latest waves of new Medicare card mailings and shared information on how to order materials from CMS to provide to beneficiaries who have not received their new cards yet. We continue to hold webinars every month. She asked the group to share any issues they have experienced and any feedback on webinars attended. Clarification was provided about how MBIs are issued. Suppliers are advised to keep the CMS materials on hand to provide to beneficiaries who have issues or questions about when they will get their new card, or if they have had identity theft and need to contact SSA. Angie will send the group a draft of the updated slide deck when she revamps the deck.

V. FORESEE SURVEY

The current satisfaction score was shared and Angie asked for additional feedback about the website, asking about any difficulties that have been experienced lately. Please continue to take the survey and let us know you are a group member. There was a discussion about the Top Search Requests listing on the website home page, and how this was very useful.
VI. UPCOMING EVENTS

Angie listed the webinars that are coming up in the next two weeks, and reminded that all webinars for September are listed on the Calendar of Events. She asked the group to try to attend a webinar this month, and provide feedback and suggestions for new topics. She will be taking everything she receives to the 2019 planning meeting, so it is important that you provide suggestions. She also shared upcoming workshops and reminded members they can attend workshops free of charge.

VII. FEEDBACK ON 2018 EDUCATION STRATEGY

Angie asked members to send thoughts and feedback on what we did in 2018. She shared the list of webinars from 2018, workshop dates and locations, partnerships and collaboration with other DME and A/B MACs. It was suggested to avoid holding the Nashville workshop in June due to other events driving up the cost of hotels. Angie also shared the list of topics that were done at the 2018 Mega workshops and Comprehensive workshops and asked members to let her know opinions on topics, general sessions, ideas for improvements, etc. She asked for volunteers to review the materials that were used at the workshops. She will email the specific presentation to anyone who is interested.

VIII. FEEDBACK ON LISTSERV AND WEBSITE MARKETING

The format of the listservs was discussed, and Michael asked the attendees if they like the listservs on Thursday afternoon for next week's education, and one member responded she likes the weekly reminder listservs. Angie asked about social media, and feedback from majority is they rely on listserv.

IX. REVIEW OF DRAFT MATERIALS

Angie will reach out to the group to review draft materials as they become available.

X. INPUT FOR 2019 EDUCATION PLANNING

Angie will be sending out a survey to gather your input for 2019 education strategy.

XI. UPCOMING ADVISORY GROUP MEMBERSHIP DRIVE

Some members have been moved to the new O&P POE AG, so we will be taking applications to join the advisory group.

XII. OPEN DISCUSSION

There was a discussion about the recent updates to the Standard Documentation Requirements Policy Article. With revision effective date August 28, 2018, the prescribing physician's name was removed from the list of DWO required elements. Angie reminded attendees that signatures must comply with the CMS signature requirements outlined in PIM 3.3.2.4, so if the signature is illegible, you will need some form of documentation such as a signature log or printed name on the document.

Crissy asked if updates will be part of the September Documentation Requirements webinars. Angie responded that webinars should be up to date with the latest information. Crissy will send common scenarios to work into the webinar.

The next meeting is tentatively scheduled for November 6, 2018, via teleconference/webinar.