Meeting date and time: September 19, 2016 1:30 p.m. – 3:00 p.m. CT
Facilitator: Tracy Sessoms
CGS Representatives: Tracy Sessoms, Jon Bergey
CMS Representatives: N/A
Advisory Group Members: Sharon Briggman, Mary Fisher, Crissy Hill, Ken Noth, Lucas Matheny, Leigh Anne Matthews, Deborah Roberts, and Kelly Wolfe

AGENDA
I. Roll Call
II. CGS Connect
III. CTI (Computer Telephony Integration)
IV. myCGS Designated Approver registration
V. Questions and Feedback for myCGS
VI. Feedback on denial trends and processes
VII. Open Discussion
VIII. Next Meeting Date

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

CGS CONNECT
Tracy informed the group that Nebulizer drugs and Glucose Monitoring and Supplies have been added to CGS Connect for clinical review of pre-claim documentation. Tracy also reminded everyone that CGS Connect is offered for educational purposes only.

• Feedback: A POE AG member stated their company utilizes CGS Connect for all of their TSD claims. They have found this service is helpful when educating physicians on needed documentation.

CTI (COMPUTER TELEPHONY INTEGRATION)
Tracy informed the group that the new call center technology CTI had been released for use. This process allows a supplier to complete their validation prior to speaking with a customer service representative. This process also transfers you to the appropriate CSR based on the supplier’s inquiry.

myCGS DESIGNATED APPROVER REGISTRATION
Tracy covered the new Designated Approver registration process that became effective on September 1, 2016. The process was revised to align with the new MFA and RIDP EIDM processes. She also informed them of the updated Registration Guide located on the CGS website.

QUESTIONS AND FEEDBACK FOR myCGS
Tracy asked the group if they had any feedback to share on myCGS.

• Feedback: Several members asked when 3rd party billers would be added within the myCGS roles.
  - Jon Bergey explained that CGS was working to have that role added but wasn’t able to release a timeframe. He explained that a Listserv would notify them as soon as that option was available.

FEEDBACK ON DENIAL TRENDS AND PROCESSES
A POE AG member likes the idea of POE Documentation Requirements webinar being divided into smaller requirement specific webinars. She also requested those webinars to have “real” examples of valid/invalid documentation.

OPEN DISCUSSION
POE AG member asked if CGS was utilizing any feedback received from C2C Solutions overturned cases.

• If feedback is provided, CGS would utilize the feedback to make any needed improvements.

NEXT MEETING DATE
Tracy informed the group that the next meeting date is Monday, December 12, 2016 from 1:30 pm to 3:30 pm CT. She also reminded the group they can send pre-submitted questions and hot topics prior to the meeting.

Meeting Adjourned 2:15 p.m. CT