Minutes from Provider Outreach and Education Advisory Group Meeting

Monday, October 12, 2009, 4pm CT

Attendees:
Members - Rhonda Turner, Joyce Ardrey, Deborah Roberts, Kevin Bunch, Leanne Matthews, Chris Hettich, Amy Winstead

From CGS – Mark Loney, Ronja Roland, Yolanda Otero

1. Welcome and Roll Call
2. Mark introduced the new manager of the Provider Outreach team, Pat Stephens. Pat has been with CGS and its predecessors for a 35 year career, and brings a wealth of experience from across the operations to the POE team.
3. Yolanda gave a report of the Spanish Language Education efforts. The bi-lingual POE staff has conducted an ACT call, two face-to-face events, and many webinars, all in the Spanish language. The current strategy is to match the webinar topics to the English ones being conducted at the same time. Participation and interest is growing for all these events. We will schedule several more face-to-face events in early 2010.
4. Mark gave a report of the POE activities in 2009. Each Advisory Group member had been provided with a detailed report prior to the meeting. Some highlights that were discussed:
   a. 23 contractor sponsored workshops
   b. 5 state association sponsored workshops
   c. 15 state/trade association meetings
   d. 250+ webinars by the end of CY 2009
5. Mark discussed some ideas that are being explored for 2010. CGS POE wants to make the face to face workshop series more “customized.” We will begin collecting more data about our participants before the event, and then use this data to pick what topics we address. We also want to give attendees choices at our events by having multiple sessions at the same time. We will keep up the quantity of webinars, as this has received great feedback. Using both input from the advisory group and 2009’s attendance data we will select our topics, and create new sessions as needed. Finally, Mark talked about a new format that CGS is going to test to educate policy specific topics that have a very small supplier base. Using billing data, we will issue invitations to roundtable teleconferences. Invited suppliers will be asked to submit questions ahead of the conference, and CGS will have appropriate subject matter experts and clinicians on hand. If this idea tests well, CGS will roll it out to more topics.
A general discussion followed, where everybody was asked to provide feedback as to good locations for future workshops, as well as topics for both web based and face to face education. It’s important to note that this feedback is welcomed on an ongoing basis through the POE AG mailbox.
6. Mark quickly addressed two open items from previous meetings. First, a feature to be added to CGS’ website that will allow each person that attends education events to track their attendance history. This has been in development for some time, and continues to be a focus for POE. Lastly, CGS POE is soliciting ideas to increase webinar attendance. Webinars normally fill up to capacity at
registration, but actual attendance is much lower. Any ideas to improve this from the Advisory Group will be welcomed.

7. Though not on the agenda, Mark brought up the new PECOS reject warnings that suppliers have seen for the first time. CGS POE will provide information to the Advisory Group and the entire supplier community as soon as it is received. POE understands the impact of this to the suppliers operations and will do as much education as possible in the coming weeks.

8. The next meeting will be sometime in very early December, by teleconference, and will be communicated by email meeting request.

9. Meeting adjourned