AGENDA

I. Roll Call and Purpose of the POE Advisory Group
II. Survey Reminder
III. Updates
IV. Feedback on Educational Offerings
V. Next Meeting and Open Discussion

I. ROLL CALL

Angie welcomed the group and let everyone know that she was able to see who was in attendance through GoToWebinar.

Angie reviewed the functions of the POE Advisory Group. The first function is to assist the CGS Jurisdiction C Provider Outreach and Education team with input and feedback on training topics, Provider Education materials, and dates and locations of POE workshops. The second function is to identify relevant provider education issues and recommend effective means of information distribution to all appropriate providers and staff.

Angie reviewed the make-up of the advisory group that consists of DMEPOS suppliers with less than 100 employees, both single and multiple locations, DMEPOS suppliers with more than 100 employees, both single and multiple locations, Pharmacies, Manufacturer of DMEPOS, National Suppliers, Consulting Group, and Billing Agencies.

II. PURPOSE OF THE POE ADVISORY GROUP

Angie reminded the POE AG members that they are required to take the Foresee Survey every 30 days when it pops up on their computers. This is just one of many ways the members are providing feedback to CGS and POE. They are asked to complete the survey for the website or the myCGS portal. CMS requires a minimum of 300 surveys as a threshold for determining a website satisfaction rating. A temporary direct link to the survey was provided and members are encouraged to share the link. The link was provided in the meeting agenda and is also included in all listerv messages during the month of November. The link will expire on November 30, 2018.

III. UPDATES

Angie provided an update on the New Medicare Card project, and letters that were mailed to all suppliers. Your letter will tell you about the new Medicare card project and how to use myCGS so that in June 2018, you’ll be able look up MBIs for your Medicare patients who don’t have their new cards when they come for care. Carefully read your letter and the included fact sheet to learn more about how to get ready to use the MBIs by April 2018. Additional Information is available at: https://www.cms.gov/newcard. The education plan for the project was also shared. Monthly New Medicare Card Project Webinars will be conducted. The first webinar is scheduled on October 19, 2017. An update on New Medicare Cards project will be given and time allotted to questions regarding the Medicare Beneficiary Identifier (MBI) during all quarterly ACTs. We will share any new information as soon as it is available, as well as regular updates and reminders in our listserv and social media. We will also be partnering with state associations to make sure the latest information is provided at any scheduled events.

An update was provided on CMS Disaster Declarations and Emergency Response Information. A dedicated CGS web page has been created at: https://www.cgsmedicare.com/jc/hurricane_info.html.

Updates were also provided on the Cures Adjustment Project (CR9968). CGS has received 100% of the claims expected under the 21st Century Cures Act. Based on the Cures Act, the KE modifier can be added to certain accessories used with a non-competitive bid base for dates of service July 1, 2016, through December 31, 2016. Claims that meet the criteria for addition of the KE modifier under the Cures Act must be submitted using the special Cures Adjustment KE Modifier Reopening Request form: https://www.cgsmedicare.com/jc/pubs/news/2017/0817/cope4270.html

IV. FEEDBACK ON EDUCATIONAL OFFERINGS

Feedback was provided about education for physicians and referral sources. Angie encouraged members to contact their Community Coach with any education for specific referral sources who are interested in DMEPOS documentation education. Information was also provided about the new Physician’s Corner web page that physicians may be referred to: https://www.cgsmedicare.com/jc/mr/phys_corner.html.
Angie shared that POE will be meeting in November to plan for 2018 and asked members to send any feedback and suggestions to her as soon as possible. It was also suggested that an in person POE-AG meeting be scheduled during the Nashville workshop next year.

V. 2018 MEETING DATES AND OPEN DISCUSSION


The next meeting will on February 13, 2018 from 1:30-3:30 PM CT via teleconference. An agenda and meeting reminder will be emailed the week prior to the meeting.

Open discussion included ways to improve web site survey participation. Angie will send recommendations to the appropriate staff at CGS. The new Targeted Probe & Educate program was also discussed. Information about the new audit process is available at: https://www.cgsmedicare.com/jc/mr/tpe.html