Minutes from 10/19/2010 Jurisdiction C Provider Outreach and Education Advisory Group Meeting.

Advisory Group Attendees: Dan Anderson, Joyce Ardrey, Christopher Hettich, Bobbi Jones, Pamela Kaehler, Greg Karian, Lori Mann, Leigh Anne Matthews, Deborah Roberts, Andrea Stark, Rhonda Turner, Shannon Winebrenner

CGS Attendees:  Mark Loney, Melissa Kirchenbauer, Pat Stephens

1. Melissa Kirchenbauer spoke about the recently released MCPSS scores, in which CGS scored the highest of the four DME-MAC contractors. Results of this important survey directly affect the activities of the POE team. CGS conducts lots of analysis, and looks at any customer touchpoints. It also directly impacts employee training. Melissa thanked the AG members for their participation.

2. 2010 Education activities To-Date report – Mark Loney gave the report of education to date. POE has three workshop left, in Dallas, San Antonio, and Mobile. There has been a dramatic uptick in attendance since the August. Feedback from the AG members on the call indicated that increasing audit requests and other program issues like PECOS and the competitive bid program has driven attendance. POE is still on track to deliver more than 300 webinars this calendar year.

3. 2011 Education Plan – Looking at having three workshop types, regular, specialty and “mega.” Specialty workshops will focus on a particular policy group, the mega events will have customizable tracks, and the regular workshops will follow the current format. POE is going to attempt to price the events the same for the entire year. Feedback from the AG members indicated that the current pricing is very reasonable. POE would also like to release the approximate schedule for the entire year in January

4. Open items from previous meetings – The CERT Roadshow, face-to-face education specific to suppliers with the most CERT errors, is continuing. Response has been overwhelmingly positive, and we will track the results closely. The Large Supplier Outreach Manager program is up and running. This provides the suppliers who bill the most claims a dedicated contact for high-level inquiries.

5. Round table – AG members asked if competitive bid program education would be conducted. CGS will partner with the CBIC to ensure that education is available at events within our jurisdiction. It was also requested that CGS develop an online CSI:BE tool for provider use.