CIGNA Government Services
Jurisdiction C DME MAC
Advisory Group Meeting Minutes

10/28/2008 Conference Call and In-Person Meeting (MedTrade Atlanta)

Facilitator: James Herren

CIGNA Representatives: Max Garner, Taveo Perry, Ronja Roland, and Dante Thomas

CMS Representatives: None

Advisory Group members: David Lazarus, Tanya Noah, Emmie Guinn, Shannon Winebrenner, Lori Mann, Angela Vellela, Lauren Coiner, Bobbi Jones, LeeAnn Matthews, Diane Mason

Welcome and Roll call – James Herren

Introductions – James Herren

James introduced the attendees from CIGNA Government Services Provider Outreach and Education (POE) Department - James Herren, Ronja Roland, Max Garner, Taveo Perry and Dante Thomas.

Review of Recent POE Activities – James Herren

James gave a run down of all POE activities since the last Advisory Group (AG) meeting.

CSI-BE – Max Garner

Max reviewed the CSI-BE application for the AG members including a summary of the available options as well as a review of the user guide.

Webinars – Ronja Roland

Ronja discussed POE’s plans to increase the number of available webinars and topics for the last quarter of 2008. This increase is a direct result of concerns raised by AG members as to the availability of these education opportunities.
Customer Service Training – Taveo Perry

Taveo reviewed with the AG the call centers plans to increase education and up training for the CSRs. This training will assist the CSRs knowledge and communication skills.

Oxygen Changes – Dante Thomas

Dante briefly addressed the concerns of the AG members regarding the changes to Oxygen payment and potential new payment rules after the 36th month cap.

PAP Policy Changes – James Herren

James reviewed with the AG members the rules that will soon take effect for the new PAP policy. James informed the AG members where they could get information about the changes.

Open Discussion - All

● The AG members offered advice on topics for upcoming webinars including: Oxygen (when applicable), PAP policy changes, ABN, and Medical Review
● The AG members discussed the feasibility of increasing workshop options across Jurisdiction C. Included in the discussion was the number of attendees, types of workshops, and where the workshops should be held.
● The AG members expressed their appreciation with the planned increase in the number of webinar offerings.

Next meeting – James Herren

The next Advisory Group meeting will be held in February. James will announce a date at a later time.

Adjournment – James Herren

James closed the meeting with a reminder to the AG members to call or email if they have any questions or concerns about POE activities.