Meeting date and time:
November 6, 2018, 1:00 – 3:00 p.m. Central Time (CT)
Facilitator: Angie Cooper, JC POE Senior Analyst
CGS Representatives: Liz Daniels, Lisa Addison, Chaunta Hubbard, Judie Roan

AGENDA

I. Roll Call & Purpose
II. Open Items from Previous Meeting
III. New Claim Denial Resolution Tool
IV. MBI/New Medicare Cards Education
V. ForeSee Survey
VI. Upcoming Events
VII. Feedback and Suggestions
VIII. Open Discussion

I. ROLL CALL & PURPOSE

Angie welcomed the group and reviewed the purpose. The primary function of the POE Advisory Group is to assist CGS in the creation, implementation, and review of provider education strategies and efforts. The Advisory Group provides input and feedback on training topics, provider education materials, and dates and locations of provider education workshops and events. The group also identifies relevant provider education issues, and recommends effective means of information distribution to all appropriate providers and their staff.

II. OPEN ITEMS FROM PREVIOUS MEETING

Angie provided an update on the re-publication of the “Dear Physician – Electronic Health Records and Addenda”. This letter, along with several other Dear Physician Letters, were revised by the DME Medical Directors from all four jurisdictions, and posted on the web site on October 4, 2018.

Angie re-reviewed the Jurisdiction C education that was conducted in 2018 (list was shared with all members prior to the meeting, and summarized on the meeting agenda), and recapped the feedback that was received since the last meeting. Members stated that Charlotte was a good location, but Nashville should be scheduled outside of June. Positive feedback for the Comprehensive workshops in Florida was given.

III. NEW CLAIM DENIAL RESOLUTION TOOL

Liz gave an overview of the Claim Denial Resolution Tool (https://www.cgsmedicare.com/medicare_dynamic/jc/claim_denial_resolution_tool.asp) which is our newest Self Service Tool available on the CGS Website. The Claim Denial Resolution Tool is intended to replace the ANSI Denial Guide. The ANSI Denial Guide is essentially a PDF file with some of the most common denials and along with the explanation of the denial, things to look for and next steps. The Claim Denial Resolution Tool incorporates all of the information from the ANSI Denial guide for a much broader code set and gives you the ability to search. Suppliers can search either based on the specific reason and remark codes or just the reason code. Liz showed the group a few examples of the tool’s functionality.

Liz also thanked the members who provided feedback on the tool while it was under development. Liz asked the group if they used the tool yet and for any feedback. She also asked if they have encountered any difficulties with the search functionality. The consensus of the group was that the tool is very helpful and they very much appreciate the ability to search multiple ways for the information. Lastly, Liz asked the group if they saw any reason that the ANSI Denial Guide should remain on the website. The members could not think of any reason that the ANSI Denial Guide would need to remain available.

IV. MBI/NEW MEDICARE CARDS EDUCATION

Angie gave an update on the New Medicare Card education and shared information on how to order materials from CMS to provide to beneficiaries who have not received their new cards yet. We continue to hold webinars every month. She asked the group to share any issues they have experienced and any feedback on webinars attended. One member indicated that she was seeing problems with claims crossing over to two specific supplemental insurers. Angie asked for example claims to research. Another member indicated that she was unable to retrieve claim history using the MBI for some beneficiaries, and would need to change to HICN to find the history. As a follow up to the issue, the myCGS Alerts page indicates that if you are searching by MBI, you must select the MBI radio button. If the HICN button is selected instead, myCGS will give a message stating no results found instead of stating “invalid MBI.” If you receive a message stating no results found for your search criteria, be sure you have selected the correct HICN/MBI radio button and then try again. Note that the no
results found message may also be valid if the HICN/MBI entered
does not exist. This issue is being worked on, and the Alerts page
will be updated when it is resolved.

V. FORESEE SURVEY

The current satisfaction score was shared and Angie asked
for additional feedback about the web site, asking about any
difficulties that have been experienced lately. Please continue to
take the survey at least two times each quarter and let us know
you are a group member. The survey can be accessed from the
listserv any time; there is no need to wait on the pop up window.
There was a discussion about the survey popping up more often
than every 30 days, and Angie asked the member if she had
cleared her browser history or cookies as this could result in the
survey pop up occurring more often.

VI. UPCOMING EVENTS

Angie shared information about First Claim Review of Serial
Claims Ask the Contractor Teleconference on November 8, the
Documentation Requirements Webinar Series on November 6,
November 20 and November 27, and the DME MAC Collaborative
Knee Orthoses Webinar on December 19. She also shared
upcoming A/B MAC collaboration with Palmetto Jurisdiction J
Workshop, Chattanooga, TN on November 7,
Glucose Monitors A/B DME Webinar on December 4 and the
Novitas Jurisdiction H Workshop, Houston, TX on December 10 &
11. Angie is working on the presentation for the Houston event and
will share a draft with the group when it is ready.

VII. FEEDBACK AND SUGGESTIONS

Angie asked the group for feedback and suggestions on the
2019 education strategy, including topics and events, listserv and
website marketing, and anticipated hot topics and issues.

One member suggested more webinars on Targeted Probe and
Education (TPE) to discuss where it’s going, appeals and the best
way to get feedback to Medicare. Another member suggested
more in depth training for the more advanced attendee, applying
question resolutions from the JC council meeting on topics such as
surgical dressings, oxygen, PAP and complex rehab chairs.

The group voiced concerns over issues and increased calls
resulting from the Competitive Bidding Temporary Gap and the
need for education on assignment and modifiers for billing after
December 31, 2018, and other scenarios.

Other hot topics were surgical dressings, intermittent catheters and
sterile kits, LCD changes, and training on rehab chairs.

Education based on top searches to the CGS Web site and data
driven education to reduce inquires to customer service, posting of
FAQs to the website, and education for repairs and replacements
was also discussed.

Angie asked members to send any additional feedback to her by
Thursday, November 8.

VIII. OPEN DISCUSSION

The meeting concluded with the opportunity for open discussion.
No other topics were introduced. The next meeting is tentatively
scheduled for January 9, 2019.