Meeting date and time:  
November 11, 2015 1:30 p.m. – 2:30 p.m. CT  
Facilitator: Tracy Sessoms  
CGS Representatives: Tracy Sessoms and Paul Cook  
CMS Representatives: N/A  
Advisory Group Members:  
Sharon Brigman, Kim Brummett, Ronda Buhrmester,  
Mary Fisher, Crissy Hill, Lucas Matheny, Leigh Ann Matthews, Deborah Roberts, and Gwen Turner, Kelly Wolfe

AGENDA

I. Roll Call  
II. CGS Connect  
III. Ordering/Referring Physician file  
IV. ICD-10  
V. CGS Go Mobile app  
VI. myCGS  
VII. Revised: Dear Physician – Face-to-Face and Written Order Requirements for High Cost DME  
VIII. Overpayment Appeals  
IX. Supplier Training & Education Program (STEP)  
X. Feedback on denial trends and processes  
XI. Next Meeting Date  
XII. Q&A - All

ROLL CALL  

Tracy welcomed the group and conducted roll call. The members in attendance are listed at the top of the meeting minutes.

CGS CONNECT

Paul Cook introduced the CGS Connect and explained the process in detail including the policies involved and the timeframes for a response from Medical Review. Positive feedback was given by all members.

ORDERING/REFERRING PHYSICIAN FILE

Tracy covered the location change of the Ordering/Referring Physicians file as of October 21, 2015. The new location is at https://data.cms.gov. She also informed the group of the October 27, 2015 ListServ sent by CGS notifying the suppliers of the location change.

ICD-10

Tracy discussed with the group the low denial rate that CGS was seeing on claims regarding ICD-10. The majority of the claims denied were due to an ICD-9 diagnosis code being utilized on the claim for a date of service after October 1, 2015 or an ICD-10 diagnosis code being utilized on the claim for a date of service prior to the implantation date. She also reminded them of the CGS ICD-10 resource page located under the claims tab on the CGS website.

CGS GO MOBILE APP

Tracy informed the group that the searchable fee schedules for drugs function within the CGS Go Mobile app was currently unavailable. She explained as soon as this function was up and running properly, a ListServ would go out to the supplier community.

myCGS

Tracy shared the largest number of calls received within the Call Center are from providers checking same or similar. Tracy reminded the group that one of the best resources to check same or similar equipment is myCGS. You can search any code within the claims history tab. This includes codes that do not require a CMN.

REVISED: DEAR PHYSICIAN – FACE-TO-FACE AND WRITTEN ORDER REQUIREMENTS FOR HIGH COST DME

Tracy informed the group of the update made to the Dear Physician – Face-to-Face and Written Order Requirements for High Cost DME letter. The update made reflects the elimination of the ACA requirement that the NP, PA, or CNS face-to-face examination documentation be co-signed by an MD or DO.
OVERPAYMENT APPEALS

Tracy made the group aware of the new Overpayment Appeals fax line and address. She explained the fax line and address was only to be utilized if the supplier was appealing an overpayment. If the supplier was filing an appeal and an overpayment was not involved, the regular appeals fax line and address would still be utilized.

SUPPLIER TRAINING & EDUCATION PROGRAM (STEP)

Tracy provided additional information about CGS’ exciting new supplier education program. She covered the benefits of attending the course such as having access to additional learning materials. These materials can be used when training employees. She also let the members know that registration is currently closed however, once registration opens for 2016, a notification will be sent via ListServ.

FEEDBACK ON DENIAL TRENDS/PROCESSES AND POSSIBLE EDUCATION TOPICS

Tracy requested possible education topics based on denial trends that would benefit the supplier communities. The suggested topics provided by the members are as follows:

Education Opportunities
Online Education Course for documentation requirements

NEXT MEETING DATE

Tracy informed the group that the next meeting date is Wednesday, March 14, 2016 from 1:30 pm to 3:30 p.m. CT. This meeting will be a conference call. The call in number will be included in the meeting request. She also reminded the group they can send pre-submitted questions and hot topics prior to the meeting.

Meeting Adjourned 2:45 PM CT