Meeting date and time: December 12, 2016 1:30 pm – 3:00 pm CT
Facilitator: Tracy Sessoms

CGS Representatives: Tracy Sessoms, Lisa Marie Hofer, and Judie Roan

CMS Representatives: N/A

Advisory Group Members: Brian Nannie, Crissy Hill, Mary Fisher, Kelly Wolfe, Deborah Roberts, Karen Martin, Sharon Briggman

AGENDA

I. Roll Call
II. MR Wizard Enhancements
III. myCGS Updates
IV. POE AG Transfer
V. Feedback on denial trends and processes
   - Possible education topics the POE AG thinks would benefit the provider community for Webinars, Online Education Courses, etc.
VI. Open Discussion
VII. 2017 Tentative Meeting Dates

I. ROLL CALL

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

II. MR WIZARD ENHANCEMENTS

Tracy reviewed the updates to the MR Wizard, allowing suppliers to check the status of their ADR request by entering the CCN, if no response has been received, it will give a message that indicates when the ADR was sent and how many days are left to respond. 45th day is a system-generated denial that can be automatically denied when it gets too close. In order to avoid a MR Reopening, please attempt to respond prior to 40 days. Listserv was sent on December 7 letting suppliers know there have been some issues with the new release of MR Wizard. Some suppliers have gotten a message stating the CCN does not exist. The POE AG members were asked if anyone had been able to utilize the new enhancements on MR Wizard—the ADR status check? None of the suppliers could confirm they were able to use the new aspect of the tool.

A POE AG member asked if we fax the ADR response how quickly would it be seen in the system. Tracy’s response was that it sometimes takes 4-5 days to actually fall into the workload, but the date it arrives is stamped for receipt. It will probably be at least 5 days before the system will recognize it has been received.

The POE AG members were asked if they had any questions about the MR Wizard or additional updates. Suppliers would like to see status of Appeal (just like ADR response), as well as an Appeal denial tool to inform reasons it was denied. CGS is looking into a tool that would allow suppliers to look at denial reasons for all claims, not just Medical Review.

III. MYCGS UPDATES

3.1 version of myCGS will be released shortly. (1) Modify users tab will be back in, allowing the Designated Approver to be able to remove users from account (2) Add additional Tax IDs, along with any associated NPI/PTAN combinations. Anyone who already sent these requests will be worked First In First Out, no need to send an additional request.

Feedback: One POE AG member mentioned he would like to be able to do a batch job: upload an excel spreadsheet or text file to be able to do multiple checks at once for bene eligibility or status check.

Tracy stated there will be information about checking for same/similar through the myCGS portal in an article in the next DME MAC Insider. CGS is still working on enhancements to allow upload of documentation through the portal (ADR Response, Reopenings and Redetermination Requests).

IV. POE AG TRANSFER

Tracy announced that she is moving to the Tech Team from POE. Thanks from Tracy for all the time they worked together and the changes they have been able to make.

Lisa Marie Hofer introduced herself as the new POE AG facilitator and stated she would be asking for feedback specifically for the Facebook “Did You Know” project at future meetings.
V. FEEDBACK ON DENIAL TRENDS AND PROCESSES

No feedback on the new documentation requirements webinar series. No one has been able to attend since we split the webinars (nor have they received feedback from any staff members who attended.) Tracy asked that they take an opportunity to attend and provide feedback when they can.

VI. OPEN DISCUSSION

CERT Task Force webinar—A POE AG member asked about the recent webinar conducted by all 4 DME MACs; there was a question about ranges being included on orders. The member wanted to know if this was allowable. The council was advised that we would follow-up after consulting the CERT Task Force members.

A POE AG member asked for the ANSI denial code that would come through if there was an auto denial on an ADR request. Follow-up will be provided on the ANSI code.

A POE AG member requested outreach for a supplier in Virginia. Tracy provided her contact information to Judie Roan, the Virginia Community Coach, to follow-up after the meeting.

VII. 2017 TENTATIVE MEETING DATES:

1:30-3:30 PM CT

- February 7, 2017
- May 16, 2017
- August 8, 2017
- October 17, 2017

Meeting Adjourned @ 2:06 PM CT