CGS Updates

2013 Provider Outreach Strategy - Scott

Scott outlined the 2012 POE education strategy which consisted of 10 English language workshops with a combination of formats. Scott explained that CGS experienced a downturn in attendance for the 2012 workshop series. Due to the 2012 downturn, POE has taken many factors into consideration while planning the 2013 educational events to raise attendance while continuing to give the supplier community detailed and timely information.

Factors that were considered:

- Desire of attendees to remain as topic specific as possible,
- CERT data showing high error rates for specific product categories,
- State Association partnerships to reach as many suppliers as possible, and
- The need to cover the jurisdiction from a geographical standpoint

With these factors in mind the POE team has outlined the following 2013 workshop strategy:

- 3 Mega Workshops:
  - All day workshop in which attendees choose their own course track
    - Charlotte, NC (Spring)
    - Nashville, TN (Summer)
    - Dallas, TX (Fall)

- 5 Three City Combo workshops:
  - This is a new approach and will consist of two presenters, each conducting two 2 hour sessions specific to a certain policy group.
  - Material will focus on sample cases that will be “worked” by the attendees.
  - Feedback will be given by attendees on sample cases, followed by a discussion on the reasons for denial or payment.
  - These sessions will be in a roundtable format and attendance will be capped somewhere between 15-25 people per session.
  - These events will be half day events with session 1 running from 8:00-10:00 and session 2 running from 10:30-12:30. The POE staff will complete the half day workshop and travel to the next city on the list.
  - The half day workshops will take place in the following cities which were chosen based upon geographic location and ease of travel:
    - Chattanooga TN, Knoxville TN, and Ashville NC
    - San Antonio TX, Austin TX, and Houston TX
    - Richmond VA, Raleigh-Durham NC, and Columbia NC
    - Birmingham AL, Jackson MS, and Memphis TN
    - Tallahassee FL, Mobile AL, and Baton Rouge LA

- 4 Comprehensive Workshops
  - These workshops will be all day, one room workshops where a variety of material will be reviewed (doc requirements, audits, LCD specific, etc)
    - Atlanta, GA
    - Orlando, FL
    - Denver, CO
    - OKC, OK
In addition to the English education, CGS POE will be presenting two Spanish events in Puerto Rico and one in Miami.

**Level I and Level II Webinars - Scott**

Scott detailed a new POE approach in which major policy groups such as Oxygen, PAP, PMD, Diabetic Supplies, etc will be broken up into Level I and Level II webinars. Level I will focus more on the basic policy and Level II will examine more in depth issues such as good and bad documentation, FAQs, error rates and common audit agency findings.

**Online Education Courses (OECs) and Video Education for 2013 - Scott**

Scott provided an overview of the new Welcome to Medicare OEC series and gave information about upcoming video education segments such as the *PWK Process* and *PWK vs. esMD*.

**myCGS Portal - Scott**

Scott explained that beginning in early 2013, suppliers will be able to the myCGS Portal to access a variety of Medicare claim-based information, including beneficiary eligibility, claim status, claim denial information and much more.

**myCGS Functions:**

- User friendly
- Mirrors all functionality currently contained in JC IVR
- Several additional and more detailed features such as specific denial information for every denial code received.

Scott also asked for volunteers to be part of the myCGS portal test group as CGS wants to perform a slow roll out of this new and exciting system. Everyone on the call expressed interest in being part of this test group and all of their names have been forwarded to the Technical Team. More information to come...

**POE Advisory Group Face to Face Meetings - Scott**

The POE Team would like an opportunity to test the new half day roundtable 2013 workshop format mentioned above. Scott asked if members of the POE Advisory Group would be willing to come to Nashville at the end of February or early March to be part of a mock half day workshop that will feature the actual educational materials that will be used on the road. Several members expressed interest in participating. More information to come on exact dates of this meeting.

In light of the willingness of those on the call to have a face to face meeting, an annual meeting of the POE AG group was discussed. Many agreed that it would be beneficial to meet face to face and Scott discussed the possibility of having multiple departments within CGS in attendance to answer POE AG questions and address pressing issues. Scott will follow up with the group after the Holidays to nail down some specific dates for a face to face meeting.

**Q&A - All**

It was asked if POE AG members get into CGS Workshops for free. The answer is yes, if a member of the POE AG plans on attending a CGS workshop they should email Scott beforehand and they will be added to the attendees list free of charge.

**Meeting Adjourned 2:00 PM. CST**