AGENDA

1. Roll Call
2. Website, Foresee Survey
3. Upcoming Events/Collaborative Webinars
4. CGS Go Mobile app
5. Supplier Training & Education Program (STEP)
6. Feedback on denial trends and processes
7. Next Meeting Date
8. 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.

WEBSITE, FORESEE SURVEY

Tracy thanked the group for their continuous support in helping CGS explain the importance of providers taking the ForeSee Satisfaction Survey. She also, explained that CGS takes the comments very seriously and went on to point out a substantial amount of the most recent updates were received through the ForeSee survey. Tracy informed the group that CGS’ satisfaction rating is currently #1 among the DME MACs.

Tracy asked if there were any other suggestions for website enhancements.

• At this time there were not any additional suggestions made.

UPCOMING EVENTS/ COLLABORATIVE WEBINARS

• Tracy gave an overview of the upcoming events where Jurisdiction C POE will be in attendance. The events are as follows:
  - State/Regional Association meetings and workshops
    GAMES Annual Meeting – August 17, 2015, Buford, GA
  - ATHOMES Summer Meeting- August 21, 2015, Nashville, TN

• DME Workshops
  - Little Rock Comprehensive workshop – August 26, 2015
  - Dallas Mega workshop – September 16, 2015
  - Knoxville Comprehensive workshop – September 23, 2015

• DME MAC Collaborative Webinars
  - ICD-10 webinar – September 2, 2015 at 12:00 p.m. – 2:00 p.m. CST
  - Advanced Beneficiary Notice of Non-Coverage (ABN) webinar – September 22, 2015 at 1:00 p.m. – 3:00 p.m. CST

• Partner-Sponsored Workshops
  - Cahaba 2015 Medicare Expo – August 20, 2015
CGS GO MOBILE APP

Tracy shared the function of the newest updates to the CGS Go Mobile App. She also explained how these updates could assist suppliers with their referral sources.

The following updates were covered during the meeting:

- Searchable fee schedules for DMEPOS/Drug (This feature contains 5 quarters searchable by HCPCS codes)
- Access to the LCD’s and Policy Articles
- A new video platform to support our growing video education library

Tracy asked if anyone had any feedback/suggestions for updates that would assist the supplier community. The suggestions are as follows:

- A POE AG member suggested adding the ability to search the CGS FAQs.
- Positive feedback was given regarding the recent updates.

SUPPLIER TRAINING & EDUCATION PROGRAM (STEP)

Tracy shared information about CGS’ exciting new supplier education program. She went over the program details and format of how the process works. She also let the members know about the registration process and that currently registration was open for the next session coming in early October 2015.

Positive feedback was given on the creation of the program and interest was shown for participation.

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-
- More F2F Encounter education
- RX length of need requirements

Feedback on processes-
- Claim Status inquiries in VPIQ

Tracy will provide feedback on VPIQ once she has received the needed information or at the next meeting.

NEXT MEETING DATE

Tracy informed the group that the next meeting date is Wednesday, November 11, 2015 from 1:30 pm to 3:30 pm 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.

Q&A

No additional questions were asked.

Meeting Adjourned 2:15 PM CT