

# ADVISORY GROUP MEETING MINUTES

**Meeting date and time:**

February 18, 2021, 1:00 p.m. – 2:00 p.m. ET

**Facilitator:** Judie Roan, JC POE Senior Analyst

**Additional CGS Staff:** Tracy Sessoms

**Advisory Group Members:** Jane Talley, Lisa Wells, Kimberly Hanson, Jim Del Bianco, Aaron Sorenson, Stephanie Greene, Joyce Ardrey

## AGENDA

- I. Roll Call & Purpose
- II. Updates and Changes
- III. Suggestions – Last Meeting
- IV. Educational Feedback and Online Tools
- V. Online Tool Spotlight
- VI. Feedback on Education and Online Tools
- VII. Upcoming Events and 2021 Educational Planning
- VIII. Feedback and Suggestions
- IX. Open Discussion

### I. ROLL CALL & PURPOSE

Judie welcomed the group, conducted roll call, and then reviewed the purpose of the advisory group:

- The primary function of the Orthotics & Prosthetics (O&P) Provider Outreach and Education (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, educational materials, and dates and locations of provider education workshops and events.
- The group also identifies relevant provider educational issues and provides recommendations of how to effectively distribute the information to all appropriate suppliers and their staff.

### II. UPDATES AND CHANGES

Judie provided information regarding the:

- Condition of payment prior authorization (PA) for lower limb prosthetics, including the dates, affected codes, submission process, tools, top non-affirmation reasons, and the webpage located at [https://www.cgsmedicare.com/jc/mr/llp\\_prior\\_auth.html](https://www.cgsmedicare.com/jc/mr/llp_prior_auth.html)
- Competitive Bidding CGS resource page at <https://www.cgsmedicare.com/jc/education/cbp.html>
- CERT information including projected errors, trends, and improper payments by state

### III. SUGGESTIONS – LAST MEETING

Judie provided an update on the suggestions from the last meeting:

**Suggestion:** Improve the annual myCGS renewal process.

**Response:** This suggestion is currently being researched, and we are identifying opportunities for improvement.

**Suggestion:** Update myCGS prior authorization pages.

**Response:** myCGS has been updated to the correct verbiage. - Close

**Suggestion:** Host a website navigation webinar.

**Response:** This suggestion is currently in process.

**Suggestion:** Pre-claim review for custom fitted and custom fabricated orthotics.

**Response:** This suggestion has been shared with the MR management team.

**Suggestion:** Add Pricing, Data Analysis, and Coding Contractor (PDAC) Coding verification information to the PA look-up tool.

**Response:** Information regarding the PDAC coding verification has been added to all of the Applicable PA LLP codes. - Close

**Suggestion:** Education on the correct billing of miscellaneous O&P HCPCS codes.

**Response:** The “Correct Use of Not Otherwise Specified L-codes for Orthoses and Prostheses” article is available at <https://www.cgsmedicare.com/jc/pubs/news/2020/10/cope19278.html>.

**Suggestion:** Group orthoses into different categories.

**Response:** This suggestion was previously sent to the DMDs.

**Suggestion:** In myCGS, can the physician that ordered the item, or the diagnosis code, be added to items to assist with same and similar?

**Response:** This question is currently being researched, and we are identifying opportunities for improvement.

### IV. EDUCATIONAL FEEDBACK AND ONLINE TOOLS

Judie then asked if anyone attended webinars, workshops, association meetings, councils, or the Ask the Contractor Teleconferences (ACTs)?

- Members stated that they appreciate the education that CGS provides and that numerous staff have attended webinars.
- A member stated that they are very appreciative that CGS has implemented suggestions and that they listen and implement our suggestions.
  - Judie reiterated that supplier feedback is very important to CGS.

# JURISDICTION C DME MAC ADVISORY GROUP MEETING MINUTES

Judie provided information on the Online Education Portal and the available O&P sessions. Judie then asked if there was any other feedback on our online tools. A few members stated that their staff utilize myCGS on a daily basis and it is very, very helpful.

Tracy Sessoms then provided an update and review of the improvements to myCGS version 7.0 and discussed important dates provided in the article located at <https://www.cgsmedicare.com/jc/pubs/news/2021/02/cope20718.html>. The members stated that they were excited about the changes, thanked Tracy and CGS for listening to their suggestions, and were very appreciative of everything CGS does and has implemented.

## V. ONLINE TOOL SPOTLIGHT

---

For this meeting Judie reviewed the new CGS competitive bidding resources pages located at <https://www.cgsmedicare.com/jc/education/cbp.html> and asked for feedback. The members did not have feedback or suggestions.

## VI. UPCOMING EVENTS AND JC 2021 EDUCATIONAL PLANNING

---

Judie provided members with the upcoming webinar schedule through February and March. She then reviewed the educational plan for 2021 including O&P webinars, as well as the tentative workshop plan with locations in the fall of 2021. She asked for feedback regarding the future plan.

## VII. FEEDBACK AND SUGGESTIONS

---

Judie asked the group if they have feedback or suggestions regarding anything we have discussed or any other topics.

Judie then reviewed all the suggestions from the meeting, including:

- Members requested that information regarding the O&P related A/B DME MAC sessions be sent to the members to distribute to their physicians/practitioners.

## VIII. OPEN DISCUSSION

---

Judie asked if there was anything else for open discussion. She then reminded the members that if they have any additional suggestions or feedback, they should not hesitate to send her an email. She thanked the members for a very beneficial meeting.