

ADVISORY GROUP MEETING MINUTES

Meeting date and time:

February 20, 2020, 1:00 p.m. – 2:30 p.m. ET

Facilitator: Judie Roan, JC POE Senior Analyst

CGS Representatives: None

Advisory Group Members: Aaron Sorenson, Charlene Frame, Linda Collins, Joyce Ardrey, Jane Talley, Lisa Wells, Tom Martin, Daniel Zenas, Trudy Obenhofer, Maggie Kling, Kimberly Hanson, Stephanie Greene

AGENDA

- I. Roll Call & Purpose
- II. Updates and Changes
- III. Suggestions – Last Meeting
- IV. Feedback on Education and Online Tools
- V. Online Tool Spotlight
- VI. Upcoming Events and 2020 Educational Planning
- VII. Feedback and Suggestions
- VIII. Open Discussion

I. ROLL CALL & PURPOSE

Judie welcomed the group, conducted roll call, introduced two new members, and then reviewed the purpose of the Advisory Group.

The primary function of the Orthotics and Prosthetics 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 reviewed the new website customer satisfaction survey and provided details as to when the survey will pop-up and asked the members to complete the survey when it appears. Judie then reviewed the web site feedback feature and provided details on how to access it.

She then reviewed the Healthcare Integrated General Ledger Accounting System (HIGLAS) transition and provided resources.

Judie then reviewed information regarding the current orthotics and prosthetics PERFORMANT recovery auditor issues including the difference between complex and automated reviews, she also provided detailed information on Reasonable Useful Lifetime (RUL) and that Medicare will only consider replacement during the RUL

if the item is lost, stolen, or irreparably damaged due to a specific incident such as a fire, flood, etc., or if there is a change in the physiological condition of the beneficiary that necessitates then need for a different item and there is documentation in the medical record from the treating practitioner that confirms the change in condition.

We then discussed the new Standard Written Order (SWO) all of the required elements and current educational resources that are available all other applicable documents are in the process of being revised.

A question was asked regarding illegible signatures and information is available in the MLN Fact Sheet Complying With Medicare Signature Requirements at: https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Signature_Requirements_Fact_Sheet_ICN905364.pdf and MLN Matters 6698 Signature Guidelines for Medical Review Purposes at: <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM6698.pdf>

Judie then reviewed items on the master list that may require a Written Order Prior To Delivery (WOPD) and face-to-face evaluation. At this time, the majority of lower limb HCPCS codes, as well as numerous orthoses codes are included on the Master List located at: <https://www.cms.gov/files/document/esrd-qip-final-rule-2019-24063.pdf-0>

When a code appears on the Master List it only means that it COULD appear on the forthcoming Required List for WOPD and Face-to-Face evaluation. The items that are selected and included in the Required Face-To-Face Encounter and Written Order Prior to Delivery List will be published in the Federal Register with no less than 60 days' notice and posted on CMS' and its contractors' websites.

Judie then reviewed the coming prior authorization for lower limb prosthetics. CMS has added L5856, L5857, L5858, L5973, L5980, and L5987 to the Required Prior Authorization list.

Prior Authorization for LLPs will be implemented in two phases:

- Phase one will begin May 11, 2020 in one state from each DME MAC jurisdiction: California, Michigan, Pennsylvania, and Texas
- Phase two will begin October 8, 2020 and expands prior authorization of these codes to all of the remaining states and territories

CMS will continue to post additional information, including an updated Operational Guide and updated Frequently Asked Questions at: <https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicare-FFS-Compliance-Programs/DMEPOS/Prior-Authorization-Process-for-Certain-Durable-Medical-Equipment-Prosthetic-Orthotics-Supplies-Items>

Judie then reviewed the current CGS prior authorization pages and explained that we plan on creating similar pages for lower limb prosthetics prior authorization.

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She then reviewed the new and revised HCPCS codes for 2020 and informed membership that the 2020 labor and repair fees for HCPCS L4205 and L7520

Judie then reviewed recent website updates including:

- **Advanced Modifier Engine (AME)SM:** Launched December 2019 (https://www.cgsmedicare.com/medicare_dynamic/jc/advanced_modifier_engine/)
- **CGS App:** Under construction
- **myCGS:** Claim Correction – Launched December 2019 (Similar to telephone reopening)

A few members had issues with this the claim correction option, Judie asked that the members send examples and detailed descriptions of the issues they are experiencing. A member had asked for additional education on the claim correction option, Judie provided details on the education that is currently available and that she will take it back to the myCGS team for additional educational resources.

- **Coming soon:** Reopenings and Redeterminations Form Submission

III. SUGGESTIONS – LAST MEETING

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

Online Tools

Suggestion: Create a same and similar chart to assist with locating similar items through myCGS

Response: A same and similar tool is currently in development.

Suggestion: Improve the annual myCGS renewal process

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

IV. EDUCATIONAL FEEDBACK

Did anyone attend webinars, workshops, association meetings, council, or Ask the Contractor Teleconference (ACT)?

A few members' staff attended webinars and they found them helpful, one member felt that the quarterly results for spinal and knee orthoses should be tied to the education and address the top issues.

One member attended the Standard Written Order (SWO) ACT Call and asked if there will be any Frequently Asked Questions available on the SWO. Yes. FAQs are currently in development.

Online Tools

Judie reviewed all of the tools available to suppliers and then provided information on the claim denial resolution tool and the benefits of using the tool.

Judie then reviewed the quarterly Online Tool Spotlight, this quarter the Advanced Modifier Engine (AME)SM was in the spotlight.

V. EDUCATIONAL RESOURCES

Judie again reviewed the RT and LT modifier articles and the changes that take effect for claims received on and after October 15, 2019 which affects bilateral items the article is located at: <https://www.cgsmedicare.com/jc/pubs/news/2019/10/cope14308.html>, and a list of the affected policies are located at: <https://www.cgsmedicare.com/jc/pubs/news/2019/05/cope12669.html>.

She then provided the correct billing for bilateral items.

Judie then provided the benefits of using the documentation checklists and the top documentation errors for lower limb prosthetics and how to avoid these common documentation errors. The checklists are located at: https://www.cgsmedicare.com/jc/mr/documentation_checklists.html.

VI. UPCOMING EVENTS AND 2020 PLANNING

Judie provided the members with the upcoming webinar schedule for the remainder of February and March, information on upcoming CGS workshops including that registration is now available for the Nashville mega workshop which will occur on March 25-26 and will include a separate educational track for orthotics and prosthetics, other Medicare contractors will also be providing presentations on March 26th, and provided information on upcoming in person events/association meetings.

VII. FEEDBACK AND SUGGESTIONS

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

VIII. OPEN DISCUSSION

A few members are having issues with receiving responses from PERFORMANT. Judie provided the website and contact information.

- **Website:** <https://www.performantcorp.com/solutions/healthcare/cms-rac-resources/region-5/default.aspx>
- **Address:** Performant Customer Service
2751 Southwest Blvd.
San Angelo, TX 76904
- **Email:** info@performantrac.com
- **Toll Free:** 1.866.201.0580

Judie then reminded members if they have any additional suggestions or feedback, don't hesitate to send her an email, she then thanked the members for a very beneficial meeting.