

ADVISORY GROUP MEETING MINUTES

Meeting date and time:

April 29, 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, Jim Del Bianco, Aaron Sorenson, Stephanie Greene, Joyce Ardrey, Maggie Kling

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 and 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 status and resources for:

- Condition of payment prior authorization (PA) for lower limb prosthetics, including the dates, affected codes, submission process, tools, top non-affirmation reasons, and the web page located at https://www.cgsmedicare.com/jc/mr/lp_prior_auth.html. Members stated that they are very happy with the lower limb prior authorization process.
- Competitive bidding and the CGS resource page at <https://www.cgsmedicare.com/jc/education/cbp.html>.

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: Host a website navigation webinar.

Response: This suggestion is currently in process and will be provided after all of the website improvements are complete.

Suggestion: Group orthoses into different categories.

Response: This suggestion was 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.

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.

Tracy Sessoms then provided an update and review of the improvements to myCGS, including the ability to respond to Additional Documentation Requests (ADRs). Information is available in the article <https://www.cgsmedicare.com/jc/pubs/news/2021/04/cope21495.html> and in the *myCGS User Manual* at https://www.cgsmedicare.com/jc/mycgs/pdf/mycgs_user_manual.pdf. She also asked for feedback regarding the upcoming changes that were discussed in the myCGS user group, and the members stated that they were excited about the changes.

V. Online Tool Spotlight

Judie reviewed myCGS and beneficial options of Redetermination and Reopening status and submission, as well as the new ADR post-pay options.

VI. Upcoming Events and JC 2021 Educational Planning

Judie provided members with the upcoming webinar schedule through May and June. She then reviewed the educational plan

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for 2021, including O&P webinars and the upcoming ACT call. 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.

The following suggestions were reviewed:

- Including detailed information regarding custom fit orthoses and the documentation requirements in all orthoses webinars.
- Assigning orthoses to different groups or categories so complex/custom fit orthoses aren't denied as same/similar when the beneficiary has a basic orthosis in history.

VIII. Open Discussion

Judie asked if there was anything for open discussion.

There was discussion and questions on therapeutic shoes nurse practitioners and the PCF model. CGS posted FAQs on 04/29/21, and they are available at <https://www.cgsmedicare.com/jc/help/faqs/current/cope21789.html>.

There was a discussion about issues with same/similar and if anything was being done to inform beneficiaries about questionable suppliers. [Medicare.gov](https://www.medicare.gov) has information and resources regarding fighting fraud at <https://www.medicare.gov/forms-help-resources/help-fight-medicare-fraud>.

There was a discussion about issues with 1-800-Medicare providing general responses stating that orthosis are covered, but not explaining coverage criteria or same/similar. Judie stated if members can obtain detailed information regarding the calls it would be helpful, and she will provide this suggestion to the management team.

There were questions about beneficiary appeals. Are suppliers notified? What are the supplier's obligations? What option so they have if they have obtained an advance beneficiary notice (ABN)?

New Suggestions

Is there any way that you could make the webinars use the computer sound rather than tying up two pieces of important electronic equipment?

Judie reminded 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.