

ADVISORY GROUP MEETING MINUTES

Meeting date and time: July 21, 2021, 1:00 p.m. – 2:30 p.m. ET

Facilitator: Judie Roan, JC POE Senior Analyst

Additional CGS Staff: Rachel Sinclair

Advisory Group Members: Jim Del Bianco, Aaron Sorenson, Maggie Kling, Kimberly Hanson, Thomas Martin

Agenda

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

Judie provided information regarding the status and resources for:

- The new voice recognition for entering the Medicare Beneficiary Identifiers (MBIs) when calling customer support and referred the members to the Computer Telephone Integration (CTI) Guide for detailed information and step by step instructions (https://www.cgsmedicare.com/pdf/dme/jb_cti_user_guide.pdf).

Rachel then provided information regarding POE live event surveys, using Google Authenticator for MFA codes, and self-service tools, and she requested feedback. The members stated that they would have to check with their staff regarding the usage of these items, and Judie stated she would send a follow-up email with questions for member feedback.

- One member stated that they don't use Google Authenticator and that they receive the MFA code quickly through email. Another member stated that they use Google Authenticator, and it saves so much time.

Judie then informed the members that we are implementing the requirement for members to complete the survey every quarter, to be sure to include their contact information and O&P POE AG in the survey, and that completion will be tracked. Judie sent the survey to everyone in chat and emailed the survey link to all members.

III. Suggestions – Last Meeting

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

Suggestion: Improve the annual myCGS renewal process.

Response: Improvements to renewal process are scheduled to be implemented in late 2021.

Suggestion: In myCGS, can the physician who 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 is being prioritized.

Suggestion: Host a website navigation webinar.

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

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

Response: This suggestion has been shared with the MR management team. Currently, due to benefit integrity issues and to protect the Medicare trust fund, these claims will continue to be denied as same/similar, and documentation to substantiate need must be submitted to Redeterminations. Judie referred the members to the master list of items that maybe subject to prior authorization in the future (<https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicare-FFS-Compliance-Programs/DMEPOS/Downloads/FINAL-RULE-MASTER-LIST-of-DMEPOS-Subject-to-Frequent-Unnecessary-Utilization-2018-03-30.pdf>).

Suggestion: Additional education on knee orthoses, particularly knee instability and an objective description of joint laxity

Response: Attend the Post Payment Service Specific Review - Knee Orthoses L1833 and L1851 webinar on August 17, 2021 (<https://register.gotowebinar.com/register/6219124055235952396>).

Suggestion: Address questions on beneficiary-submitted redeterminations.

Response: Judie provided the following responses to member questions:

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Question: Are suppliers notified when the beneficiary requests a redetermination?

Answer: If the supplier has accepted assignment or if they are found liable, they will receive a copy of the decision letter.

Question: What are the supplier's obligations?

Answer: The supplier's liability and responsibility will be outlined in the letter.

Question: What options do the suppliers have if they have if they have obtained an ABN?

Answer: Confirm claims are submitted with the appropriate ABN modifier. Upon receipt of a beneficiary-submitted appeal, CGS would request a copy of the ABN for validation to determine liability, beneficiary, or supplier. A member stated that they have not received requests for their ABNs. Judie asked if they are submitting the appropriate modifiers, and the member stated yes. Judie requested examples from the member so she can research.

Suggestion: Confirm how 1.800.MEDICARE is educating beneficiaries regarding same/similar orthoses. A few POE AG members stated that they are just informing beneficiaries that the items are covered and not providing any same/similar information.

Response: Sent to management – Suppliers are asked to share detailed information regarding the specific calls to 1.800.MEDICARE.

IV. Educational Feedback & 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 (https://cgsmedicare.com/jc/education/online_education.html). Judie then asked if there was any other feedback on our online tools.

V. Online Tool Spotlight

Judie reviewed the Orthotics Chart in the spotlight (https://cgsmedicare.com/pdf/dme_orthotics_chart_2020_jc.pdf).

VI. Upcoming Events & JC 2021 Educational Planning

Judie provided members with the upcoming webinar schedule through September. She then reviewed the educational plan for 2021, including O&P webinars and the upcoming ACT call. She asked for feedback regarding the future plan.

VII. Feedback & 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:

- A member suggested updating the Dear Physician Letters and documentation checklists to create a template for physicians to complete. Judie stated that suppliers can create their own

templates utilizing the information from the local coverage determinations (LCDs), policy articles (PAs), physician letters, and checklists.

VIII. Open Discussion

Judie asked if there was anything for open discussion.

The meeting was adjourned.