

ADVISORY GROUP MEETING MINUTES

Meeting date and time: August 31, 2022, 10:00 - 11:30 a.m. ET

Facilitator: Judie Roan, JC POE Senior Analyst

Advisory Group Members: Danielle Sparks, Maggie Kling, Aaron Sorenson, Tom Martin, Jim Del Bianco, Kimberly Hanson, Stephanie Green

Agenda

- I. Roll Call & Purpose
- II. Updates and Changes
- III. Suggestions – Last Meeting
- IV. Educational Feedback
- V. Online Tools & Spotlight
- VI. Upcoming Events & 2022 Educational Planning
- VII. Feedback & Suggestions
- VIII. Open Discussion

I. Roll Call & Purpose

Judie welcomed the group, 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 reminders regarding the selection of certain lower limb orthoses, lumbar sacral orthoses, and power mobility devices to be subject to required prior authorization (PA) beginning April 13, 2022.

- CMS selected 5 orthoses HCPCS codes (L0648, L0650, L1832, L1833, and L1851) subject to required PA.

Implementation of this requirement will be completed in 3 phases:

- Phase 1 began April 13, 2022, in New York, Illinois, Florida, and California.
- Phase 2 began July 12, 2022, in Maryland, Pennsylvania, New Jersey Michigan, Ohio, Kentucky, Texas, North Carolina, Georgia, Missouri, Arizona, and Washington.
- Phase 3 begins October 10, 2022, in all remaining states and territories.
- CGS will begin accepting PA requests for Phase 3 on September 26, 2022.

CGS has created webpages specific to prior authorization of orthoses located at:

- JB: Prior Authorization (https://www.cgsmedicare.com/jb/mr/condition_of_payment_prior_auth.html)
- JC: Prior Authorization (https://www.cgsmedicare.com/jc/mr/condition_of_payment_prior_auth.html)

Judie then reviewed the items that will require a face-to-face (F2F) encounter and written order prior to delivery (WOPD) as a condition of payment, effective April 13, 2022.

- Six orthosis codes - L0648, L0650, L1832, L1833, L1851, and L3960

Judie then stated that information regarding the WOPD and F2F is available in the Article - Standard Documentation Requirements for All Claims Submitted to DME MACs (A55426) (<https://www.cms.gov/medicare-coverage-database/view/article.aspx?articleid=55426>) and that CGS created a WOPD Code Lookup Tool, which is located on the Tools page

- JB: Written Order Prior to Delivery (WOPD) Lookup (https://www.cgsmedicare.com/medicare_dynamic/jb/wopd/wopd.aspx)
- JC: Written Order Prior to Delivery (WOPD) Lookup (https://www.cgsmedicare.com/medicare_dynamic/jc/wopd/wopd.aspx)

Members asked numerous questions regarding orders, including dispensing and Detailed Written Orders (DWOs). Judie stated that the requirements for dispensing and DWOs ended in December of 2019 and all previous orders were replaced with the Standard Written Order (SWO) on January 1, 2020. A SWO must be communicated to the supplier prior to claim submission. For certain items of DMEPOS, a WOPD is required.

The SWO must contain all of the following elements:

- Beneficiary's name or Medicare Beneficiary Identifier (MBI)
- Order date
- General description of the item
 - The description can be either a general description (e.g., wheelchair or hospital bed), a HCPCS code, a HCPCS code narrative, or a brand name/model number.
 - For equipment - In addition to the description of the base item, the SWO may include all concurrently ordered options, accessories or additional features that are separately billed or require an upgraded code (list each separately).
 - For supplies – In addition to the description of the base item, the DMEPOS order/prescription may include all concurrently ordered supplies that are separately billed (list each separately).
- Quantity to be dispensed, if applicable
- Treating practitioner name or NPI
- Treating practitioner's signature

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Information is available in Standard Documentation Requirements for All Claims Submitted to DME MACs (A55426) (<https://www.cms.gov/medicare-coverage-database/view/article.aspx?articleid=55426>).

III. Suggestions

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

Suggestion: Update myCGS for Same/Similar to include diagnosis code or ordering physician information.

Response: myCGS Version 7.3 included a new Same/Similar screen which adds additional details about beneficiary equipment history (such as diagnosis codes, the ordering physician NPI, etc.) and improves the printing ability of same/similar results.

There were questions and concerns regarding myCGS Same/Similar and the partial HCPCS option. Judie stated that there are some issues with the partial HCPCS option, and it is not currently available. CGS is working to resolve the issues as quickly as possible. She also stated to check the myCGS Alerts page if they experience any issues with myCGS.

- JB: myCGS Alerts (<https://www.cgsmedicare.com/jb/mycgs/alerts.html>)
- JC: myCGS Alerts (<https://www.cgsmedicare.com/jc/mycgs/alerts.html>)

Suggestion: Is it possible to create groups of orthoses to avoid same/similar denials?

Response: This suggestion was sent to the DMDs for consideration.

Suggestion: When checking claim history in myCGS, is it possible to make the search default to 5 years when no dates are entered?

Response: This suggestion was sent to the myCGS team for consideration.

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

Response: CGS added the additional AFO/KAFO codes L1902, L1930, and L4360 to CGS Connect. We are currently considering additional codes as well. Below is a list of all orthoses codes that are currently included in CGS Connect:

- Ankle Foot Orthosis & Knee Ankle Foot Orthosis (**L1902**, L1906, **L1930**, L1971, **L4360**, L4361, L4396, and L4397)
- Knee Orthoses (L1832 and L1833)
- Lumbar Sacral Orthoses (L0637 and L0650)
- Therapeutic Shoes for Persons with Diabetes (A5500, A5512, A5513, and A5514)

IV. Educational Feedback & Online Tools

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

- A Members stated that that they attended the Nashville Mega workshop and provided feedback that will be taken back for consideration at future workshops.
- A member provided the following comment: My team and I have attended the ACT and webinars. Love the ACT. The webinars are good reminders and good training tools for new staff.

Judie then asked if the members used any online tools.

- Numerous members stated they use myCGS, and a member stated they use the AME and other tools regularly.

V. Online Tool Spotlight

Judie reviewed the Advanced Modifier Engine (AME) in the spotlight and mentioned that it is one of our most popular tools:

- JB: Advanced Modifier Engine (https://www.cgsmedicare.com/medicare_dynamic/jb/advanced_modifier_engine/)
- JC: Advanced Modifier Engine (https://www.cgsmedicare.com/medicare_dynamic/jc/advanced_modifier_engine/)

Judie also provided information on additional online resources, including the Online Education Portal, recorded webinars, and "To the Point" education. Judie asked for any feedback or suggestions.

VI. Upcoming Events & Educational Planning

Judie provided members with the upcoming webinar schedule through September. She then asked for suggestions and feedback for the educational plan for the rest of 2022.

VII. Feedback & Suggestions

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

New Suggestions

Suggestion: myCGS – Add ICD-10 code verification option to knee orthoses.

Suggestion: myCGS – Add a link to the PDAC for code verification and lookup.

Suggestion: Market the CGS Medicare APP more as it is an excellent resource.

Suggestion: Tailor the electronic mailing list to supplier type or policies.

Suggestion: Host a collaborative A/B and DME MAC webinar on orthoses again.

Suggestion: Reconsider how Orthotist and Prosthetist documentation is considered for medical records.

A member stated there are issues with beneficiary required redetermination and that the supplier is not receiving a request for a copy of the Advance Beneficiary Notice (ABN). Judie stated if they have any examples, please send them to her.

VIII. Open Discussion

Judie asked if there was anything for open discussion. The meeting was adjourned.