

JURISDICTION B & C DME MAC POE ORTHOTICS & PROSTHETICS (O&P)

ADVISORY GROUP MEETING MINUTES

Meeting date/time: September 14, 2023, 12:00-12:50 p.m. ET

Facilitator: Judie Roan, JC POE Senior Analyst

Advisory Group Members: Joyce Ardrey, Terry Bentley, Curt Bertram, Stephanie Greene, Maggie Kling, Kimberly Hanson, Rachel Hatty, Christie Nordan, Aaron Sorensen, Danielle Sparks, and Jane Talley

Agenda

- I. Roll Call & Purpose
- II. Updates and Changes
- III. Suggestions – Last Meeting
- IV. Educational Feedback
- V. Online Tools & Spotlight
- VI. Upcoming Events & 2023/2024 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.

Judie reminded the group of the importance of completing the surveys and offered the three new members the opportunity to introduce themselves, which they did.

II. Updates and Changes

Judie provided information about the temporary gap in competitive bidding that starts January 1, 2024. During the temporary gap period, Medicare-enrolled DMEPOS suppliers may furnish DMEPOS items and services to patients. CMS will update the 2024 fee schedules.

She then reviewed the transition from paper checks to Electronic Funds Transfer (EFT). EFT forms and inquiries will now be handled by the NPE contractors.

Updates on suggestions from the last meeting:

Suggestion: Add additional orthoses codes to CGS Connect®/ Prior Authorization

Response: Suggestion has been sent to MR and CMS

Suggestion: Address same/similar with upper limb orthoses

Response: When submitting a claim for a same or similar orthoses, include a narrative as to how the new item is different or treats a new/different condition than the previous item.

Educational Feedback & Online Tools

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

- Members stated their staff attends webinars and uses the information to train all members of the staff and the webinars are beneficial.
- A member stated the Medicare session is the largest session at their event and suggested all associations to invite POE to their events because it is beneficial.
- A member stated they utilize the recorded webinars, and they are great!
- A member stated they attended the Therapeutic Shoes webinar, and it was the best webinar they ever attended.

Judie then asked if the members used any online tools.

- A member stated that the same/similar look-up tool in myCGS is very helpful.

III. Online Tool Spotlight

Judie reviewed all the recent updates to myCGS and the Claim Denial Resolution Tool.

IV. Upcoming Events & Educational Planning

Judie presented the list of upcoming webinar topics and workshop locations. She then asked for suggestions and feedback for the educational plan for 2023/2024.

V. Feedback & Suggestions

Judie asked the group if they have any feedback or suggestions on how to improve survey participation. The members provided some excellent suggestions. Judie will share the suggestions with the survey team.

A member presented a problem with the redeterminations process. Judie requested examples and will research.

New Suggestions:

- Add the Dear Physician Letters and Documentation Checklists to the Local Coverage Determinations (LCDs) and policy articles (PAs) or the LCD and PA page pages.
- Send reminders and information about prior authorization for suppliers who may not have been providing items during competitive bid.

VI. Open Discussion

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