

ADVISORY GROUP MEETING MINUTES

Meeting date and time:

November 12, 2020, 1:00 p.m. – 2:15 p.m. ET

Facilitator: Judie Roan, JC POE Senior Analyst**Additional CGS Staff:** Tracy Sessoms**Advisory Group Members:** Jane Talley, Lisa Wells, Kimberly Hanson, Jim Del Bianco, Trudy Obenhofer, Aaron Sorenson, Stephanie Greene

AGENDA

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

I. ROLL CALL & PURPOSE

Judie welcomed the group, conducted roll call, introduced a new member, 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 provided information on the Jurisdiction C contract announcement then provided information regarding:

- Condition of payment prior authorization (PA) for lower limb prosthetics including the dates, affected codes, submission process, tools, top non-affirmation reasons, and the webpage located at: https://www.cgsmedicare.com/jc/mr/llp_prior_auth.html
- A member stated they have used the PA look-up tool and it works very well.

- A member stated that they are hearing good things about the prior authorization program.
- There was discussion regarding documentation in the medical record.
- Competitive Bidding resources including the Fact Sheet at: <https://www.cms.gov/files/document/round-2021-dmepos-cbp-single-payment-amts-fact-sheet.pdf> and the CBIC website: <https://dmecompetitivebid.com/cbic/cbic.nsf/DocsCat/Home>
- Correct Use of Not Otherwise Specified L-codes for Orthoses and Prostheses

There was discussion regarding miscellaneous codes being denied. Judie stated she would need specific examples, however, when the claims are submitted they may be missing information required for processing of miscellaneous codes including: a description of the item, the manufacturer name, product name and number, the supplier price list amount, and the HCPCS of any related items. Judie also stated she would add this to the pending suggestions

- Ankle-Foot Orthoses – Arizona-Type – Correct Coding – Revised
- MyoPro® (Myomo, Inc.) Assist Device – Correct Coding – Revised
- L1686 Prefabricated Hip Abduction Orthosis – Correct Coding

Judie then reviewed the orthotic and prosthetic codes that are under post-payment review: L1902; L1906; L1971; L4396; L4397 – Ankle-Foot/Knee-Ankle-Foot Orthosis, L1833 and L1851 – Knee Orthoses, L0650 – Lumbar-sacral Orthosis; informed members of the upcoming education on the affected topics and that Targeted Probe and Educate program will restart at a later date.

III. SUGGESTIONS – LAST MEETING

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

Suggestion: Improve the annual myCGS renewal process.

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

Suggestion: Update myCGS prior authorization pages.

Response: This suggestion has been shared with the management team.

Suggestion: Host a website navigation webinar.

Response: This is currently in process.

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

Response: This suggestion has been shared with the MR management team.

JURISDICTION C DME MAC ADVISORY GROUP MEETING MINUTES

IV. EDUCATIONAL FEEDBACK

Judie then asked if anyone attended webinars, workshops, association meetings, councils or the Ask the Contractor Teleconference (ACT)?

- A few members stated they had attended webinars and the information has been very thorough and ahead of the curve of supplier issues, so kudos; another member stated that the webinars are very helpful.
- A member stated that they are very appreciative that CGS has implemented suggestions and that they listen and implement our suggestions.
 - Judie reiterated that supplier feedback is very important to CGS.

Judie reviewed the new online tools, including the Remittance Advice tutorial, and updated tools, including the CGS Medicare App and website updates. She also provided information on the Online Education Portal and the available O&P session. Judie then asked if there was any other feedback on our online tools. A few members stated that their staff utilize myCGS on a daily basis and it is very, very helpful.

V. ONLINE TOOL SPOTLIGHT

The Prior Authorization Look-up Tool is in the spotlight this quarter. Judie reviewed the benefits of this tool and how it can assist O&P suppliers in confirming which codes are affected by prior authorization.

A member suggested adding a link to the PDAC coding verification page to the affected lower limb HCPCS codes.

VI. UPCOMING EVENTS AND JC 2021 EDUCATIONAL PLANNING

Judie provided members with the upcoming webinar schedule through the end of 2020. She then reviewed the educational plan for 2021 including O&P webinars, as well as, the workshop plan with tentative locations in the fall of 2021. She asked for any feedback regarding the future plan. A member stated please keep Nashville.

VII. FEEDBACK AND SUGGESTIONS

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

- A member requested that my CGS be updated to include the ordering physician information or the diagnosis code that was billed. It would be very helpful if they knew the physician to go to, to obtain the medical records, and compare the condition from three years ago to the current condition; say from a different doctor; or at least the diagnosis code. They expressed that myCGS does not currently provide enough information to assist in navigating the appeal; if we need to go that route.
- Tracy stated we did have the addition of the diagnosis code in myCGS requested within the council, on another advisory group. She stated that we are looking into our options, when we do the eligibility revamp that we're going to be doing with

the portal, the actual physician name or NPI tied to the claim is not something that was brought up. She stated she will definitely take that back while researching the addition of the diagnosis code.

Judie then reviewed all of the suggestions from the meeting including:

- Adding PDAC Coding Information to the PA look-up tool.
- Education on the correct billing of miscellaneous O&P HCPCS codes.
- CGS Connect for same/similar orthoses with change of condition during the reasonable useful lifetime.
- Grouping orthoses into different categories.
- myCGS suggestion – Can the physician that ordered the item, or the diagnosis code, be added to items to assist with same and similar?

VIII. OPEN DISCUSSION

Judie asked if there was anything else for open discussion; 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.