

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

## ADVISORY GROUP MEETING MINUTES

**Meeting date/time:** November 17, 2022, 11:00-11:45 a.m. ET

**Facilitator:** Judie Roan, JC POE Senior Analyst

**Advisory Group Members:** Danielle Sparks, Curt Bertram, Aaron Sorenson, 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 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 information regarding the prior authorization of certain lower limb orthoses HCPCS codes (L0648, L0650, L1832, L1833, and L1851) and that phase 3 has been implemented on October 10, 2022, in all remaining states and territories.

She then reviewed the top reasons for non-affirmation.

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

- **Jurisdiction B:** Orthoses Required Prior Authorization [https://www.cgsmedicare.com/jb/mr/orth\\_prior\\_auth.html](https://www.cgsmedicare.com/jb/mr/orth_prior_auth.html)
- **Jurisdiction C:** Orthoses Required Prior Authorization [https://www.cgsmedicare.com/jc/mr/orth\\_prior\\_auth.html](https://www.cgsmedicare.com/jc/mr/orth_prior_auth.html)

### III. Suggestions – Last Meeting

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

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

**Response:** This suggestion has been sent to the myCGS team.

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

**Response:** POE sent this suggestion to the myCGS team.

**Suggestion:** Market the CGS Medicare App, more as it is an excellent resource.

**Response:** CGS made improvements to the app and began marketing.

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

**Response:** CGS will not implement this suggestion at this time but will be considered for the future.

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

**Response:** POE will host an A/B/DME collaborative webinar in 2023.

**Suggestion:** Reconsider how orthotist and prosthetist documentation is considered for medical records.

**Suggestion:** POE sent this suggestion to the DMDs for consideration.

### IV. Educational Feedback & Online Tools

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

- A member stated that they attended the redeterminations webinar, and it was very informative.
- Another member stated that they had a new staff member, and they attended numerous webinars that were very educational.

Judie then asked if the members used any online tools.

- A member asked if the issues with Same/Similar had been resolved. Judie stated that all the issues with the Same/Similar function have been resolved.

### V. Online Tool Spotlight

Judie reviewed the Prior Authorization Look-up Tool in the spotlight and mentioned that it is one of our most popular tools:

- **Jurisdiction B:** Prior Authorization Lookup Tool [https://www.cgsmedicare.com/medicare\\_dynamic/jb/pa/pa.aspx](https://www.cgsmedicare.com/medicare_dynamic/jb/pa/pa.aspx)
- **Jurisdiction C:** Prior Authorization Lookup Tool [https://www.cgsmedicare.com/medicare\\_dynamic/jc/pa/pa.aspx](https://www.cgsmedicare.com/medicare_dynamic/jc/pa/pa.aspx)

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

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Judie provided members with the upcoming webinar schedule through December. She then asked for suggestions and feedback for the educational plan for 2023.

## VII. Feedback & Suggestions

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

### **New Suggestions:**

- Provide additional education on Hospice
- Add additional orthoses codes to CGS Connect™ and Prior Authorization
- Hold a DME workshop in Nashville, TN

## VIII. Open Discussion

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