

*The minutes below are a summary of the Advisory group meeting topics group discussion actions and outcomes as a result of this meeting.*

## MEETING DETAILS

**Date:** March 16, 2018

**Facilitator:** Annie Scriven, Senior Provider Relations Representative

**Attendees:**

- |                       |                        |                      |
|-----------------------|------------------------|----------------------|
| • Heather Adams       | • Alison Herring       | • Shawn Stack        |
| • Aleasha Bancroft    | • Regina Jackson       | • Christy Stansfield |
| • Gloria Beazley      | • Wayne Johnson        | • Valerie Tapia      |
| • Diane Burns         | • Laura Martucci       | • Brittany Van Culin |
| • Heather Clark       | • Sarah Miles          | • Deborah Walton     |
| • Janet Creason       | • Shellee Myers        | • Sandy Young        |
| • Karen Downing       | • Andrea Plaskett      |                      |
| • Daniel Eichelberger | • Jean Wendland Porter | <b>CGS Staff:</b>    |
| • Missy Freeman       | • Ann Schafer          | • Judy Thomas        |
| • Rachel Hager        | • Regina Shorts        | • Curtis McFadden    |

## AGENDA ITEMS

### Welcome

### Attendance/Roll Call

### Purpose and Goals

The primary function of the 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, provider education materials, and dates and locations of provider education workshops and events. The Advisory Group also identifies salient provider education issues, and recommends effective means of information dissemination to all appropriate providers and their staff, including the use of the Provider Contact Center (PCC) to disseminate information to providers. The Advisory Group shall be used as a provider education consultant resource and not as an approval or sanctioning authority.

### KEPRO Updates – Andrea Plaskett

Andrea followed up on the information provided during the December meeting related to the Person and Family Engagement (PFE) initiative and new Patient Navigation program. She also discussed the following resources and ways KEPRO and providers can work together to share this information with Medicare beneficiaries: Patient Navigation Letter, Patient Navigation Newsletter Insert and PFE Stakeholder Toolkit.

### New Business

#### New Medicare Card – Curtis McFadden

Curtis provided an overview of the New Medicare Card Project and shared the most recent updates and resources available. As a reminder, new information related to the initiative may be obtained from the CMS MLN Connects® Newsletter, which is included in the CGS electronic mailing list each Thursday, and the CMS website at: <https://www.cms.gov/medicare/new-medicare-card/nmc-home.html>.



### MAC Satisfaction Indicator (MSI) Survey – Curtis McFadden

The annual MSI survey is now available. The MSI enables CMS and the Medicare Administrative Contractors (MACs) to gain important insights about their customers and what specifically drives their satisfaction. It also allows CGS to objectively measure our processes and/or service delivery and use the results to allocate resources more effectively. We encourage all Advisory Group members and their staff/members to take a few minutes to complete the survey today: [https://cfigroup.qualtrics.com/jfe/form/SV\\_0iaaiJ6oOWShLIF?MAC\\_BRNC=16&MAC=J15](https://cfigroup.qualtrics.com/jfe/form/SV_0iaaiJ6oOWShLIF?MAC_BRNC=16&MAC=J15)—CGS.

### CMS MLN Matters article SE17033, “Medicare Does Not Pay Acute Care Hospitals for Outpatient Services They Provide to Beneficiaries in a Covered Part A Inpatient Stay at Other Facilities” – Curtis McFadden

CMS published this article as a result of a recent report from the Office of Inspector General (OIG) and instructed all MACs to provide education to acute care hospitals on this topic. The article does not present any new or revised policy, but serves to remind hospitals of proper billing of services for beneficiaries in a covered Part A inpatient stay. Members were asked to review and disseminate this information: <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE17033.pdf>.

### Suggested Topics – Annie Scriven

The following topics received from the CGS operational areas and Advisory Group members were reviewed and discussed:

- **Medical Review**

The Part A Medical Review Activity Log was recently updated to identify new Targeted Probe and Educate (TPE) edits: <https://cgsmedicare.com/parta/mr/mral.html>, and an article titled, “How to Submit Documentation Requested by a Part A Educator”, was added to the Resources section of the TPE Process page: <https://www.cgsmedicare.com/parta/mr/tpe.html>.

- **Overpayments & Refunds**

As a reminder, to avoid suspension of payments and jeopardizing your eligibility to participate in the Medicare program, ensure your Medicare Credit Balance Report is submitted timely (within 30 days after the close of each calendar quarter). Also, ensure the information is legible, complete and accurate. Please choose one method of submission (paper or the myCGS portal) and do not submit duplicate reports. You may reference the paper form and instructions and/or the myCGS User Manual for additional information:

- Medicare Credit Balance Report (CMS-838): <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/downloads/CMS838.pdf>
- myCGS User Manual, Chapter 7: Forms Tab: [https://www.cgsmedicare.com/pdf/mycgs/chapter7\\_parta.pdf](https://www.cgsmedicare.com/pdf/mycgs/chapter7_parta.pdf).

- **CMS – Decision Memo for Implantable Cardioverter Defibrillators (CAG-00157R4):** <https://www.cms.gov/medicare-coverage-database/details/nca-decision-memo.aspx?NCAId=288>

Regina Jackson requested clarification of the effective date for the policy changes described in this memo. The purpose of the memo is for CMS to notify the public of their decision related to the study/policy. It includes the draft changes to the National Coverage Determination (NCD), but the changes will not become effective until the NCD is finalized.

- **Email Addresses**

Shellee Meyers suggested a list of email addresses to be used to direct issues to the appropriate departments for assistance. This information is available on the CGS Customer Service/Mailing Addresses page at: <https://www.cgsmedicare.com/parta/cs/index.html>.

- **Claims Processing Issues Log**

Shellee Meyers requested that the Claims Processing Issues Log be updated more timely and frequently. CGS recently implemented new internal processes to identify issues and inform

POE of any updates more promptly.

- **Point of Contact**

Shellee Meyers requested that providers be able to contact their representative for assistance with resolution of issues. Per CMS guidelines, provider inquiries must be communicated through the Provider Contact Center (PCC) to ensure they are documented and tracked. The CMS Medicare Administrative Contractor Beneficiary and Provider Communications Manual (Pub. 100-09), chapter 6, section 30.1 describes the inquiry triage process to be utilized to ensure inquiries are routed appropriately for handling: <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/com109c06.pdf>.

- **Skilled Nursing Facilities**

Wayne Johnson suggested several topics that would be appropriate for education for SNFs. These topics were covered in the SNF/Swing Bed Billing webinar on March 28, 2018.

- **Therapy Caps**

Crystal Wilborn requested an update on therapy caps. The following article, published on March 1, 2018 was referenced: <https://cgsmedicare.com/articles/cope6585.html>. MACs have since received instructions to reprocess claims with modifier KX that did not pay appropriately and this information was added to the Claims Processing Issues Log: [https://cgsmedicare.com/parta/claims/issues\\_log.html](https://cgsmedicare.com/parta/claims/issues_log.html).

- **Common Claim Errors and Resolutions**

Laura Martucci and Shellee Meyers suggested a list of common claim Return to Provider (RTP) and rejection reasons and resolutions. The Top Claim Submission Errors page includes a list of the top five RTP and rejection reason codes for the previous month. Select a reason code to view the description and resolution for multiple reason codes. [https://www.cgsmedicare.com/parta/claims/top\\_billing\\_errors.html](https://www.cgsmedicare.com/parta/claims/top_billing_errors.html)

## Website Enhancements – Judy Thomas

### myCGS Portal

- **Green Mail**

As a reminder, if you are a registered myCGS user and would like to receive certain CGS correspondence electronically, your myCGS administrator must grant you access to the Messages tab and select opt in. You will also receive a paper letter in the mail. If opt out is selected, you will only receive a paper letter in the mail.

Also, Targeted Probe and Educate (TPE) notification and results letters are now available in myCGS. However, Additional Documentation Request (ADR) letters are currently only available in Direct Data Entry (DDE) or by mail.

Additional information is available in the myCGS User Manual, Chapter 6: Messages Tab: <https://www.cgsmedicare.com/pdf/mycgs/chapter6.pdf>.

- **Comparative Billing Reports**

Comparative Billing Reports (CBRs) are now available in myCGS. The purpose of the CBR is to compare an individual provider's specific billing and payment patterns to those of peers within the state and the CGS jurisdiction. This information can assist with education and self-audit activity. The following job aid includes instructions on how to request a CBR: [https://www.cgsmedicare.com/parta/mycgs/cbr\\_parta\\_jobaid.pdf](https://www.cgsmedicare.com/parta/mycgs/cbr_parta_jobaid.pdf).

- **Medicare Beneficiary Identifier (MBI) Lookup Tool**

The MBI Lookup Tool will allow you to enter certain information to obtain a beneficiary's new Medicare number (MBI). This feature is scheduled to be launched in myCGS in June 2018.

- **Social Media**

Follow us on Facebook and Twitter. Also, the CGS GO Mobile app is available to download for free on iOS (Apple) and Android phones and tablets. The app allows you to more easily view and share important Medicare information. Frequently Asked Questions (FAQs) are available

at: [https://cgsmedicare.com/medicare\\_dynamic/faqs/display\\_faqs\\_j15a.asp?146](https://cgsmedicare.com/medicare_dynamic/faqs/display_faqs_j15a.asp?146).

- **ForeSee Website Survey**

The ForeSee website survey is your opportunity to provide feedback (positive or negative) related to our website. A pop up window, with a link to the survey, randomly appears when you access the website. A link has also been added to the right side of the J15 Part A home page so that you may provide your feedback at your convenience. Please take a moment to rate and offer your website suggestions at any time.

#### **Calendar of Events and Training Needs – Curtis McFadden**

Curtis reviewed the events currently listed on the J15 Part A Calendar of Events: [https://cgsmedicare.com/medicare\\_dynamic/wrkshp/pr/parta\\_report.asp](https://cgsmedicare.com/medicare_dynamic/wrkshp/pr/parta_report.asp). Please continue to monitor and share this information with your staff/members regularly. Also, please encourage participants to submit questions related to the event topic prior to the event. This allows time for us to research and a better opportunity to provide thorough responses during the event.

No additional education event or PCC training topics were provided at this time. Pre-submitted questions related to an event and/or topic suggestions may be submitted to: [J15\\_PartA\\_Education@cgsadmin.com](mailto:J15_PartA_Education@cgsadmin.com).

#### **OPEN DISCUSSION**

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No additional topics of discussion at this time.

#### **NEXT MEETING**

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June 15, 2018 at 12:00 p.m. ET

#### **ADJOURN**

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