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: June 15, 2018
Facilitator: Curtis McFadden, Senior Provider Relations Representative

Attendees:
- Heather Adams
- Gloria Beazley
- Diane Burns
- Heather Clark
- Jann Gravina
- Rachel Hager
- Jennifer Hansel
- Alison Herring
- Regina Jackson
- Bob Kaliszewski
- Laura Martucci
- Sarah Miles
- Shellee Myers
- Andrea Plaskett
- Jean Wendland Porter
- Shawn Stack
- Regina Jackson
- Bob Kaliszewski
- Laura Martucci
- Sarah Miles
- Shellee Myers
- Andrea Plaskett
- Jean Wendland Porter
- Shawn Stack
- Valerie Tapia
- Deborah Walton
- Crystal Wilborn

CGS Staff:
- Judy Thomas
- Annie Scriven
- Leah Lewis

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 shared information on KEPRO’s Navigation process and Skilled Nursing Facility Service Termination Review. She also reviewed the Frequently Asked Questions for Patient Navigation, Notice of Medicare Non Coverage, and Important Message from Medicare about Your rights. This information was provided to help patients that may need assistance.

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.

Judy reviewed the Change Request (CR10611) that informed Medicare Administrative Contractors (MACs) and providers of the new MCR e-filing system available for electronic transmission of cost reports. The MCR is used to determine the provider’s Medicare reimbursable cost. Information shared included, but was not limited to: log in information, signature requirements and possible MAC payment suspensions. This information is located at: https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM10611.pdf.


TPE/CERT/RAC Updates – Annie Scriven

Annie shared the Targeted Probe and Educate (TPE) Round 1 Results article location and the benefits of reviewing even if not selected for the TPE review: https://www.cgsmedicare.com/parta/pubs/news/2018/05/cope7696.html.

Comprehensive Error Rate Testing (CERT) Program updates included the most common reasons for denial, including: Inpatient Rehabilitation Facility (IRF) claims denied for either missing required documentation or the documentation submitted did not support that the patient required/ was able to participate in IRF care and inpatient acute care hospital claims denied because the documentation did not meet the two-midnight rule requirements.

DDE Recertification – Annie Scriven

All Direct Data Entry (DDE) users must recertify their user IDs yearly. The EDI department is responsible for this process, which will begin in August 2018 for Part A providers. The Provider Outreach and Education team will send articles and reminders. The recertification form is available on the CGS website at: https://www.cgsmedicare.com/forms/annual_dde_pptn_recert_formRE.pdf.

Website Feedback – Leah Lewis

Leah reviewed feedback to survey questions that were sent to the POE AG members concerning website usage. Topics discussed during feedback included what the ideal website would entail, improving search functionality, what is not easily obtainable now on the site. Recent updates to the site were also discussed, such as widgets for Provider Outreach and Education’s calendar of events, Appeals Decision Tree, deductible Information, along with provider enrollment processing times.

myCGS Updates – Judy Thomas

Judy reviewed updates to myCGS, including the Medicare Beneficiary Identifier (MBI) Lookup Tool and the new Medical Review (MR) Dashboard. The MBI Lookup Tool can be used to verify/obtain the MBI of any beneficiary whose new Medicare card has been mailed. The MR Dashboard can be used to identify if any MR Additional Documentation Requests (ADRs) have been mailed to providers. Also, it was discussed that providers can respond to ADRs by sending documentation by utilizing the dashboard. Judy also notified the POE AG members that the manual is being updated to improve myCGS’ usage, along with a video that will soon be posted giving an overview of myCGS.

Calendar of Events – Annie Scriven

The calendar of events is available at: https://www.cgsmedicare.com/medicare_dynamic/wrkshp/PR/PartA_Report.asp.

Annie reviewed the events currently scheduled, shared the recorded webinars page and encouraged members to send education topic suggestions to: J15_PartA_Education@cgsadmin.com.
OPEN DISCUSSION

During Open Discussion, the following topics were discussed:

• Do you follow CGS on Social Media?
  - Many stated they did not know about it, and some cannot access from offices.

• Have you ever attended any education offering by CGS Provider Outreach and Education?
  - Yes, they have.

• If so, what did you enjoy about them?
  - Ohio Road Show very well planned
  - They are free
  - Easy to follow
  - Good information shared

• What would you like to see changed?
  - Attempt to make some roundtable discussions at the end of some of them
  - More scenario based information

The Open Discussion portion was ended with the POE AG team given the chance to sign up for a sub-committee to plan an onsite POE AG meeting via email.

OPEN DISCUSSION

No additional topics of discussion at this time.

NEXT MEETING

September 21, 2018 at 12:00 p.m. ET

ADJOURN