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 10, 2015
Facilitator: Patsy Schwenk, Provider Outreach and Education (POE), CGS

Attendees:

- Todd Baker, Ohio Ophthalmological Society
- Jenny Berkshire, Wright State Physicians
- Elayne Biddlestone, AMCNO
- Beth Cesta, Premier Health Care Services
- Dave Dillahunty, OH Hematology Oncology Association
- Debra Farley, BILLPro Management Systems
- Chris Foster, Ohio Ambulance
- Jeff Fox, Riverside Radiology & Interventional Association
- Jennifer Hayhurst, OSMA
- Kimberly Jarrell, Complex Care Partners
- Jennifer Jones, DayStar Billing Services, LLC
- Jennifer Kelley, OSU Physicians
- Tracey Lego, Michael Kalus, MD
- Cindy Mack Alexander, CompuNet
- Gail Pfeiffer, Cleveland Clinic
- Mick Polo, NCDS Medical Billing
- Alice Randolph, Ohio Psychological Association
- Jimelle Rumberg, OHFAMA
- Wendy Shade, Kettering Health Network
- Kelly Shirer, Wildwood ASC
- Regina Shorts, Metrohealth Medical Center
- Michelle Skinner, OAMTA
- Elizabeth Stewart, Crystal Clinic Inc.
- Kathryn Stull, Superior Resources
- Bob Swinehart, Mid-American Rehab Network
- Candice White, Premier Health
- Jon Wills, OOA
- Julene Mull, MR, CGS
- Jennifer Brown, CGS
- Cari Phillips, CGS
- Juan Lumpkin, CGS
- Vanessa Williams, CGS
- Monique Beale, CGS

AGENDA ITEMS

Opening Remarks
Jennifer Brown welcomed the new members and went over the purpose of the POE Advisory Group.

CGS Departmental Updates

- Medical Review/CERT
  - Julene Mull from CERT/Medical Review department reminded all that the activity log is now available on the CGS website at: http://cgsmedicare.com/partb/mr/activity_log.html. The log indicates current Medicare Review activities and is updated on a monthly basis. She reminded the group that all documentation for a CERT request is necessary and needed for that one claim in the CERT letter. She mentioned signatures are a very important part of the documentation. Follow appeals process if you disagree with the outcome. The status of CERT reviews is available through the CID (Claim Identifier) tool at: http://www.cgsmedicare.com/medicare_dynamic/cid_tool/index.asp. The CERT number is listed in the barcoded letter. Julene can be contacted at 1.615.782.4591. A member asked if one claim is found to be in error does that prompt a review request of additional claims: the answer is no; however,
when there is a trend in errors or indications that there may be a widespread problem or educational need, CGS may do additional reviews of similar claims or services.

New Business

- myCGS Enhancements – Juan discussed myCGS
  - Currently, providers can check beneficiary eligibility, claim status, print and view remittance advices (RAs), and request immediate offsets, reopenings and redeterminations.
  - We are in the testing phase of Medical Review ADR response capabilities. Providers will soon be able to find the ADR request through myCGS and send documentation electronically through the portal.
  - Claims Submission – Part B claims can be submitted through the portal. Up to 5 attachments, 5 MB each, can be attached to the claim. We are currently planning a campaign to increase the use of the claims function and will be contacting some paper submitters directly. The group discussed why providers are not using this function of myCGS. We have received feedback that if a provider has more than one PTAN then they have to have multiple passwords; therefore, we are looking into a super user ID allowing everything for a group practice to be accessed thru one ID. Some suggestions included:
    - Allow “batch” submission of claims, rather than having to submit claims one at a time.
    - Allow the ability to see all correspondence letters for each claim submitted.
  - We announced the April 9th my CGS Claims webinar
    - A member asked if RAC appeals can be done through myCGS. Yes, all appeals that are currently handled by CGS can be done through the appeal process in the portal.
    - A member suggested that we allow voluntary offsets (without an associated overpayment letter). There are large amounts of overpayments due to Medicaid myCare eligibility issues. CGS will work with OSMA to discuss provider Medicare/Medicaid myCare issues.
  - Coming soon: the ability to complete refunds thru the portal

- POE Educational Quarterly Update Handout – Patsy reminded the group the handout was attached to the meeting email. If you are not receiving the POE AG emails, please check your junk or spam folders as nothing is coming back undeliverable. We have found that the new handout format is preferred by the provider community. Patsy reviewed the handout content. The following CERT items were discussed:
  - A member asked which state holds the #11 spot on overall CERT error rate. We will look for the answer and share at the next meeting and look at adding that information to the packet to show what it would take to NOT be in the top 10 states with the highest error rates.
  - No documentation errors are on the rise so we will draft an article for you to send out to your members to help reduce these errors.
  - Members were reminded that all CERT request can be received via fax. Sign up at https://www.certprovider.com.
  - ICD-10 Education – Vanessa and Patsy informed the group of upcoming face-to-face events CMS is offering in rural Kentucky. We asked if Ohio would need to have the same events. Most agreed that the larger practices are receiving education
through the hospitals they are affiliated with. It was felt that rural Southern Ohio may need these events. Jon Wills will email Patsy information for Southern Ohio Rural Health Group.

- **MLN Publications**
    - Chronic care management handout is new. Many other new handouts are available.

- **CGSMEDICARE.COM** Member Feedback
  - Browse by Specialty and Topic Sections
  - Online Education Section: [http://www.cgsmedicare.com/medicare_dynamic/education/001.asp](http://www.cgsmedicare.com/medicare_dynamic/education/001.asp)
    - Coming soon: Updated computer-based training on ABN, Appeals, and SNF services
    - They are not necessarily Ohio or KY specific
    - No CEU or CME hours are given with online education
      - Suggestion for possible course additions: Telehealth
    - Send any ideas that you might have or any needs, and we will certainly take it into consideration.

### Announcements and Reminders

- **Continue to provide suggestions for PCC training topics**
  - Once a quarter, we present information to the PCC. Any ideas for PCC education are welcomed.

- **Calendar of Events**
  - Member sponsored events – We are available for your events. We can present Medicare information or maintain an information table.
  - Day with Medicare – Event in Columbus, Ohio on June 17, 2015. This is a Part A and Part B. There will be a nominal fee to attend. Up to 100 attendees can sign up. Thank you to The Ohio State University for the event location. Additional information will be coming soon.
  - J15 Small Provider/ Medicare Update Workshops – We are continuing these events throughout Ohio. If you have a location or you would like us to come to your area, please let us know.
  - Education upon request
    - Send requests to [J15_PartB_Education@cgsadmin.com](mailto:J15_PartB_Education@cgsadmin.com)
Member Roundtable/Questions

- Any education on the oncology care management program? We are still watching for final instructions from CMS.

- myCare Ohio issues: CGS provided the website for provider complaints: http://medicaid.ohio.gov/PROVIDERS/ManagedCare.aspx. There is also additional information at: http://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/Downloads/OHProviderOutreach.pdf. Patients having issues with the Medicare/Medicaid can contact OSHIIP at 1.800.686.1578.

- A member suggested we provide additional education on credentialing. Specifically, a step by step guide on what needs to be submitted with the applications. We discussed the subjectivity of the applications processor and agreed to speak with our Provider Enrollment Department regarding these issues.

- A member asked how many PQRS reduction letters were sent out this year. Approximately 4,000 letters combined for OH and KY for individual providers were mailed.

- Has any additional information been received from CMS on Value based modifiers? No, nothing additional has been added to the following website: http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeedbackProgram/ValueBasedPaymentModifier.html.

- When new edits are put in place, can the provider community be informed? We communicate changes through the CGS email notifications. We are working with each department to improve the communication internally to get the information to the provider community.

- One member asked for an index with the top website links by specialty. We shared the browse by specialty section of the CGS website at: http://www.cgsmedicare.com/partb/specialty/index.html.

- A member commented that http://www.roadto10.org offers great resources.

- A member asked for the CMS Chronic Care Management call transcript link and it can be found at: http://www.cms.gov/Outreach-and-Education/Outreach/NPC/Downloads/2015-02-18-CCM-Transcript.pdf

POE Advisory Group Meeting Schedule

June 2, 2015 – location needed (if anyone knows of a place or has space available, please let us know at J15_PartB_Education@cgsadmin.com)

Adjourn