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 2, 2015

Facilitator: Vanessa Williams, Provider Outreach and Education (POE), CGS

Attendees:

- Todd Baker, Ohio Ophthalmological Society
- Jenny Berkshire, Wright State Physicians
- Elayne Biddlestone, AMCNO
- Connie Brown, Reid Physician Associates
- Beth Cesta, Premier Physician Services
- Dave Dillahunt, Ohio Hematology Oncology Society
- Kimberly Dziekan, Kettering Health Network
- Debra Farley, BILLPro Management Systems
- Jarrell Kimberly, Complex Care Partners
- Jennifer Jones, DayStar Billing Services, LLC
- Mick Polo, NCDS Medical Billing
- Alice Randolph, Ohio Psychological Association
- Michael Ranney, Ohio Psychological Association
- Jimelle Rumberg, Ohio Foot and Ankle Medical Association
- Wendy Shade, Kettering Health Network
- Michelle Skinner, Ohio Ambulance Medical Transport Association
- Elizabeth Stewart, Crystal Clinic Orthopaedic Ctr/Crystal Clinic
- Jon Wills, Ohio Osteopathic Association
- Kimberly Jenkins, Centers for Medicare & Medicaid Services (CMS)
- Kenyon Floyd, Director J15 PCSP
- Craig Dominak, Director Provider Enrollment
- Amanda Kin, Provider Enrollment
- Juan Lumpkin, POE
- Gloria Lucas, EDI
- Vanessa Williams, POE

AGENDA ITEMS

Opening Remarks

Kenyon Floyd- J15 Director for Provider Customer Service Programs welcomed everyone, and provided an update on the current Manager's position for POE

- Interviews are currently being done for the open POE Manager position
  Members may contact Kenyon via email or by phone if one of the POE team members are unable to assist.
  - **E-mail:** Kenyon.Floyd@cgsadmin.com
  - **Phone:** 1.615.660.4413

CGS Departmental Updates

- Medical Review
  - **Ambulance Routine Transport:** Physician Certification Statements (PCS) are not being signed by the ordering physician and are being completed before the billed transport date
  - **Nurse Practitioners:** Billing for wound care in nursing facilities at the highest level CPT code 99310, when the documentation indicates stable wounds
  - **HCPCS Modifier QO:** Billing for Clinical Trials, please remember that the IDE/CT numbers must be submitted with the claims

- Medical Policy Update
  - Recent Local Coverage Determinations (LCDs)
    http://www.cgsmedicare.com/partb/medicalpolicy/index.html
  - 18 Draft LCD's will be presented at the June Carrier Advisory Committee(CAC) meeting
    - DL36029 Controlled Substance Monitoring and Drugs of Abuse Testing
    - DL36021 Molecular Diagnostic Tests (MDTs)-several articles attached
    - DL36139 MoPath: Biomarkers in Cardiovascular Risk Assessment
    - DL36115 MoPath: BRCA1 and BRCA2 Genetic Testing
    - DL36127 MoPath: Breast Cancer Assay: Prosigna
    - DL36004 MoPath: Breast Cancer Index &#8480 Genetic Assay
    - DL36006 MoPath: ConfirmMDx Epigenetic Molecular Assay
    - DL36009 MoPath: Decipher® Prostate Cancer Classifier Assay
    - DL36117 MoPath: Genetic Testing for BCR-ABL Negative Myeloproliferative Disease
    - DL35984 MoPath: Genetic Testing for Hypercoagulability/Thrombophilia (Factor V Leiden, Factor II Prothrombin, and MTHFR)
    - DL36048 MoPath: HLA-B*15:02 Genetic Testing
    - DL36113 MoPath: MGMT Promoter Methylation Analysis
    - DL36011 MoPath: Molecular RBC Phenotyping
    - DL36174 MoPath: NSCLC, Comprehensive Genomic Profile Testing
    - DL36002 Mopath: Prolaris™ Prostate Cancer Genomic Assay
    - DL35986 MoPath: Special Histochemical Stains and Immunohistochemical Stains
    - DL35982 Transcranial Magnetic Stimulation (TMS)
    - DL36206-MoPath: Genomic Health™ Oncotype DX® Prostate Cancer Assay
- Redetermination/Appeals
  - Multiple appeals request for one Internal Claim Number (ICN) are being received. Please remember that only one request form is needed when there are multiple dates of service for the same beneficiary.
  - The redetermination form has been updated. Please remember to use the newly revised form located at http://www.cgsmedicare.com/partb/forms/index.html
  - When requesting an overpayment for a redetermination, you must use the overpayment adjusted ICN and not the ICN from the original claim. This will help in identifying the overpayment request through automation.
- EDI
  - ICD 10 End to End Testing
    - The recent testing in April 2015 was very successful. There has been an increase of submitters since the January 2015 testing round. Testers included Clearinghouses, billing companies and providers
    - No problems were found with the processing of the ICD-10 claims
    - Tips for future testers

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- Submitters are reminded to be sure the testing dates are between October 1, through December 31, 2015

- Be sure to review policy requirements before submitting ICD-10 claims. Do not submit for unspecified body part, for example, foot when there is a specific code for the right foot.

- CMS will publish details about ICD-10 End to End testing in the near future

> Administrative Simplification and Compliance Act (ASCA) Letters

- Letters were mailed with the incorrect CMS form number. CGS has corrected the ASCA letter and will be sending an addendum. If you received an ASCA letter and have already responded, no further action is needed.

> DDE/PPTN Recertification

- Yearly recertification to use and access DDE and PPTN will be mailed in the next couple of months.

- EDI Applications

  - CGS will return EDI applications when the information is illegible

  - PTAN or user ID for DDE/PPTN applications are blurry

  - CGS encourages you to use the online applications forms located at http://www.cgsmedicare.com/partb/edi/enrollment.

- EDI Inquiries: myCGS

  - **Unexpected Application Error:** myCGS does not currently support simultaneous use of the portal on multiple browser tabs. Using myCGS in more than one browser tab at the same time may cause errors in your submissions. To avoid delays in processing of your request, please limit your usage of myCGS to one tab in your internet browser

  - **myCGS 30 Minute Lockout:** Users are locked out if they fail to logout properly and are automatically locked out for 30 minutes. The full 30 minutes must elapse before you are able to log back into myCGS

  - **myCGS Provider Administrator:** CGS strongly suggest you have at least two provider administrators to avoid delays in access should the original provider administrator leave the provider's office. Access to myCGS cannot be issued until the former provider administrator is deleted

  - **Supported Internet Browsers:** myCGS users who cannot add users or access forms should check their browsers to see if they are current with one of the following

    > Internet Explorer: Version 10.x (or later)

    > Mozilla Firefox: Version 30.x (or later)

    > Google Chrome: Version 35.x (or later)

    > Safari: Version 5.x (or later)

- Provider Enrollment

  - Provider Online Status Tool/IVR - It is implied that the lack of detail within the IVR and website is producing an excessive number of calls to the Customer Care Representatives and frustrating providers who would like to perform a quick application status check.

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- CGS would like to develop a more robust IVR messaging system when providers call in as well as make the website easier to navigate; making it more user friendly by providing detailed application status messages and expected timeframes.

  > Request - Provider Enrollment would like POEAG members to submit what they feel should be considered in the modification of the IVR and website

  > Members were asked to submit their suggestions to Vanessa by Tuesday, June 9, 2015

New Business

- POE Spring Handout Update

  - "Real Help for Real Issues" we continue to provide this type of presentation material so that our providers and their staff are able to return to their offices with this handout to use during their daily work schedule.

  - The Spring update includes the following self-help tools so that you are able to find the information you need to ensure your services are processed correctly and timely;

    > New Technology myCGS web portal

    > Contacting CGS

    > Payment Issues

    > Urgent updates

    > Compliance Corner

    > Reminders and Tip

- myCGS

  - Recent enhancement

    > Additional Documentation Request (ADR) can now be returned (submitted) through myCGS

      ▪ This will avoid delays in mailing the requested documentation and eliminate paper filing.

Old Business

Suggestions for PCC training topics

- The POE team will continue to participate in the PCC quarterly training scheduled throughout the CY 2015.

  - No training topics were offered.

Announcements and Reminders

- CERT Task Force

  - CGS has a designated task force member on this CMS A/B Task Force. We will share pertinent information as it becomes available on reducing the CERT error rate.

  - Recently released Task Force articles are available at http://cgsmedicare.com/partb/pubs/news/2014/1014/cope27264.html

- CERT

  - Review of the 2014 Improper Payments Report

    > CGS has an error rate of 11.4% for Ohio and 12.6% for Kentucky.

> Errors continue with:

- No documentation

- Insufficient Documentation

- Medically Unnecessary

- Incorrect Coding

Upcoming Educational and 2015 POE Calendar of Events

- J15 Small Provider Forum

  - No Ohio Small Provider Forums are scheduled

    > If there are any areas members would like for POE to schedule a small provider forum please submit to J15_PartB_Education@cgsadmin.com

- CGS A and B Conference

  - Planning is complete for the combined A/B event on June 17 in Columbus, OH: "A Day with Medicare." The following sessions are scheduled:

    > The Recovery Auditor (CGI)

    > Part A Headlines and myCGS Enhancements

    > Dr. Sandler and Dr. Berman will both present

    > Part B Headlines and myCGS Enhancements

  - Registration is complete and the 100 capacity has been reached

    > One member suggested that for future events we send out a notification to all POEAG members

- Calendar of Events

  - Review calendar on website at http://cgsmedicare.com/partb/education/Education.html

- Education upon request

  - Send request to J15_PartB_Education@cgsadmin.com

Roundtable/Questions

Two members asked if myCGS can be used to identify a specific claim by entering either the DCN (from correspondence) or FCN (from an overpayment request

- At this time, you cannot identify specific claims by the DCN or FCN. This suggestion will be submitted to the myCGS team for consideration.

POE Advisory Group Meeting Schedule

Tuesday, September 8, 2015 – Teleconference only

Adjourn

Meeting was adjourned at 2:40 p.m.