

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: September 8, 2015

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

Attendees:

- Elayne Biddlestone, AMCNO
- Dave Dillahunt, Ohio Hematology Oncology Society
- Kimberly Dziekan, Kettering Health Network
- Debra Farley, BILLPro Management Systems
- Jennifer Kelley, OSU Physicians
- Jennifer Jones, DayStar Billing Services, LLC
- Mick Polo, NCDS Medical Billing
- Bob Swinehart, Mid American Rehabilitation Network
- Ashley Ciardelli, OSMA
- Jennifer Hayhurst, OSMA
- Maxine Lewis, MC/RM
- Cindy Alexander, Compunet
- Michael Ranney, Ohio Psychological Association
- Jimelle Rumberg, Ohio Foot and Ankle Medical Association
- Michelle Skinner, Ohio Ambulance Medical Transport Association
- Kimberly Jenkins, CMS
- Patsy Schwenk, CGS POE
- Juan Lumpkin, CGS POE
- Cari Phillips, CGS POE
- Julene Mull, CGS POE

AGENDA ITEMS

Opening Remarks

Patsy Schwenk opened the meeting and welcomed everyone in the room and on the phone.

CGS Departmental Updates

Medical Review/CERT – Julene Mull went over the importance of signatures on documentation. Most of the current CERT errors are due to the lack of a valid signature.

POE Partnership Presentation

- Ohio Quality Initiative Network Quality Improvement Organization (QIN QIO)
 - Quality and Resource User Report (QRUR) – Carol Saavedra is with Health Services Advisory Group, Inc. (HSAG). HSAG is Ohio's Quality Innovation Network – Quality Improvement Organization Contractor. Carol explained the Physical Quality Reporting System and the Value Modifier. She explained the 2015 incentives and the 2017 payment adjustments. Carol also covered the Quality Resource Use Reports (QRUR) and gave an overview on how to read and navigate the EIDM system. She reminded the advisory group members the importance of participating in PQRS this year to avoid payment adjustments (reductions) in calendar year 2017. Providers who need assistance with PQRS can call the QualityNet help desk at 1.866.288.8912. Those who need assistance with the Value Modifier program can call the Physician Value help desk at 1.888.734.6433 (option 3). A member asked if the presentation could be placed on the CGS website. In lieu of that, Carol will create an article explaining the responsibilities of the QIN. Once received, an e-mail notification will be sent out to all J15 e-mail subscribers.

New Business

- “Going Green with myCGS” Initiative*
 - Duplicate Remittance Advices (RAs) – Patsy explained our effort to “go green” by allowing providers to obtain copies of duplicate RAs through myCGS. This function will no longer be an option through our Interactive Voice Response (IVR) effective November 1, 2015. We are excited to offer this convenience to the providers of J15. A member asked when two separate practices join and older RAs are needed that are no longer available through myCGS, how do they request this information? They need to contact Freedom of Information ACT at:

J15- Part A/B Correspondence
CGS Administrators, LLC
PO Box 20018
Nashville, TN 37202
 - *Update this project is currently on hold until further notice.
 - “Increase Provider Usage of myCGS” Project – Patsy explained a new POE initiative to increase the usage of myCGS functions by 4%. We will be increasing the myCGS advertisements via e-mail notification and webinars throughout the coming months. She asked for assistance in communicating the many myCGS functions to the members of the associations.
- IMPACT and the POE Educational Quarterly Update Handout – Patsy reviewed the summer edition of “Real Help, For Real Issues” handout. She explained how we incorporated the CGS mission statement, “We IMPACT Lives,” into our education packet.
- 2016 Calendar of Events and Upcoming POE Planning Meeting – Patsy shared with the group our plan to meet in Nashville the week of September 14, 2015 to plan events in the upcoming year. If there are any annual meetings that the associations are having please forward those dates to J15_PARTB_Education@cgsadmin.com
- MLN Publications – Patsy reminded members that there are several new product and publications on the MLN page of the CMS website.
 - Latest Products – A listing of products can be found: <http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications.html>

Announcements and Reminders

- ICD 10 - Patsy reminded the members that October 1, 2015 is the effective date. CGS is ready. A link to the future LCDs with the ICD-10 codes can be found under the Medical Policy section on the cgs website. She also referred to the “road to 10” website. She reminded the group there are excellent resources on this site, located at <http://www.roadto10.org>. Patsy also mentioned the clarifying questions and answers related to the CMS/AMA joint announcement on this website.
- Continue to provide suggestions for PCC training topics – no topics were suggested. Patsy reminded the group if their members encounter issues or suggestions to e-mail us with the topics for training.
- Education upon request
 - Send request to J15_PartB_Education@cgsadmin.com

Roundtable/Questions

- A member asked about denials for re-evaluation claims. They seem to always be denied. Julene Mull asked the member to provide claim number examples so the issue can be researched.
- A member asked how CGS interprets the issue of when different group practices are sharing a portion of the patient's medical record thru a shared EHR. This question was sent to CMD.Inquiry@cgsadmin.com e-mail address and the response is as follows:
 1. Providers cannot "share" records; if they plan to bill Medicare for an E/M service they must personally complete each component.
 2. When records are submitted to CGS or any entity they must be signed by the treating physician. if one physician is signing another's record that would be considered fraud.
 3. Finally, if it becomes a DOJ (Department of Justice) case, the identity of all providers (and the services each one rendered) noted in the record will have to be disclosed.

POE Advisory Group Meeting Schedule

December 8, 2015 - Combined Ohio/Kentucky Meeting that will be via teleconference Only

Adjourn

Meeting was adjourned.