

*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 12, 2018

**Facilitator:** Juan Lumpkin, CGS J15 Provider Outreach and Education (POE)

**Attendees:**

- Jane Arnold - Firelands Regional Medical Center
- Cheryl Brooks - Donald Martens and Sons Ambulance
- Connie Brown - Reid Physician Associates
- Kimberly Dziekan - Wright State Physicians
- Debra Farley - BillPro
- Melody Hall - Renal Physicians, Inc.
- Nancy Horn – Medical Compliance Services
- Phillip Horn – KAPA
- Jennifer Kelley – OSUPhysicians
- Cindy Mack Alexander - CompuNet Clinical Lab
- Marsha Martin - Mount Carmel Medical Group
- Kelly Martinelli – Aultman Healthcare Compliance
- Sheila Petrequin - Maxx Medical, Inc
- Mick Polo - NCDS Medical Billing
- Kelly Rupard – University of Kentucky Healthcare
- Wendy Shade - Kettering Health Network
- Darrell Spear - Kentucky Chiropractic Society
- Matthew Waldie - Ashland Area Health Alliance
- Berni Willis - Mid American Rehabilitation Network
- Stephanie Woods - GLMA
- Valerie Yanoska - Academy of Medicine of Cleveland & Northern Ohio

**CGS Staff:**

- Patsy Schwenk – POE
- Vanessa Williams – POE
- Thaya Morant – Medical Review
- Susan Schwenk – Provider Enrollment
- Shuanya Lovitt – EDI

## Agenda Items

### Opening Remarks

Juan welcomed everyone and reminded all in attendance of the POE AG purpose.

### CGS Departmental Updates

#### Medical Review – Thaya Morant

Thaya shared an update on reviews associated with the Targeted Probe & Educate (TPE) (<https://www.cgsmedicare.com/partb/mr/tpe.html>) initiative.

- Currently 100 TPE probe edits in place
  - 39- Round 1
  - 55- Round 2
  - 6- Round 3
- 13 providers removed from TPE based on compliance with error rate threshold
- Currently reviewing
  - Ambulance – Avg. error rate 54.7%
  - Office visits – 45.6%
  - Hospital – 41%
- Next Up:
  - Physical Therapy
  - Evaluation & Management codes – office visits with a focus on frequency of visits and the prescribing of Opioids and benzodiazepines
- This will be conducted on a Post pay basis

Articles on the two most recent reviews will be published as we begin the implementation of the reviews.

We have received no information on the proposed E/M changes as noted in the CY 2019 MPFS Proposed Rule (<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/PhysicianFeeSched/PFS-Federal-Regulation-Notices-Items/CMS-1693-P.html>). Recently, there were changes regarding medical review of E/M documentation provided by students. Details are available in MLN Matters® article MM10627 (<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/MM10627.pdf>).

**Member Question:** Does the physician need to sign off on a service provided as “Incident To” performed by ancillary staff? **Answer:** Yes, the physician must sign off on the note. If found upon medical review, this would be charged as an error.

#### Provider Enrollment – Susan Schwenk

Susan started by sharing information regarding Revalidation. The CMS database (<https://data.cms.gov/revalidation>) available to check the date a provider is required to revalidate was last updated on August 31, 2018. Current due dates posted are as far out as March 31, 2018. CGS continues to mail Revalidation letters. Revalidations due December 31, 2018, will all be mailed by the end of September.

Providers have access to several Provider enrollment resources:

- Check the current average number of days ([https://www.cgsmedicare.com/medicare\\_dynamic/cyctime/j15b.asp](https://www.cgsmedicare.com/medicare_dynamic/cyctime/j15b.asp)) it takes us to process web and paper CMS-855 applications. Currently, we are processing at 22 (paper) and 28 (web) days.
- Check the status of your application ([https://www.cgsmedicare.com/medicare\\_dynamic/pe/login.asp](https://www.cgsmedicare.com/medicare_dynamic/pe/login.asp)).
- We provide the most common reasons for delays (<https://www.cgsmedicare.com/partb/enrollment/peai.html>) in processing both paper and Web applications.

#### EDI – Shuanya Lovitt

Shuanya reminded the group that the annual PPTN recertification for Part B providers (<https://www.cgsmedicare.com/partb/pubs/news/2018/08/cope8912.html>) is wrapping up. There are not a lot of providers using PPTN, but please remind those who do that they must recertify by September 30, 2018. (Note that this revalidation is separate from myCGS.)

As a side note – Part A FISS users also need to recertify (<https://www.cgsmedicare.com/parta/pubs/news/2018/09/cope9042.html>) by September 30, 2018. If you have counterparts who use FISS, please remind them as well.

#### CERT Update – Juan Lumpkin

Juan shared the current CERT top error information received from Julene Lienard, the CGS CERT Coordinator.

##### Top Errors:

- E/M Coding
  - Billed service is incorrectly coded based on documentation submitted
  - Reference the current E/M Documentation Guidelines (<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/eval-mgmt-serv-guide-ICN006764.pdf>) if you need assistance
- Signature
  - Documentation submitted was either missing a signature or contained an illegible signature
  - Refer to the Signature Attestation statement (<https://www.cgsmedicare.com/partb/cert/signatures.pdf>) for help
- No documentation received
  - Documentation must be received within 45 days (<https://cgsmedicare.com/articles/cope3879.html>)

- Medical Necessity/Order
  - Documentation to support medical necessity is missing or inadequate
    - > Our medical policies (national and local) (<https://www.cgsmedicare.com/partb/medicalpolicy/index.html>) are available on the CGS Web site
  - A valid provider's order (<https://www.cgsmedicare.com/partb/pubs/news/2013/0913/cope23292.html>) is missing or inadequate

CERT questions can be addressed to Julene at [julene.lienard@cgsadmin.com](mailto:julene.lienard@cgsadmin.com) or 1.615.782.4591.

## New Business

### myCGS Enhancements

Juan shared some recent and upcoming enhancements/changes to myCGS

- MR Dashboard: Provides a single page where users can find all of the Additional Documentation Requests (ADRs) sent from our Medical Review department. Navigation steps are available in the MR Dashboard Job Aid (<https://www.cgsmedicare.com/partb/pubs/news/2018/06/cope8080.html>). A future enhancement will allow you to request Redeterminations and Reopenings directly from the dashboard.
- MBI Look-Up Tool: This is currently available in myCGS. Use the patient first/last name, date of birth and social security number to query the database to obtain the MBI if the new Medicare card has been mailed. Navigation steps are available in the MBI Look-Up Tool Job Aid (<https://www.cgsmedicare.com/partb/pubs/news/2018/05/cope7584.html>).
- Changes to Log-In and Password Requirements: Users now have to log in at least once every 30 days to maintain access to myCGS. Also, passwords must contain at least 6 different characters than the previous password. There is also an auto log out when the user is inactive for 15min. Refer to the guide ([https://www.cgsmedicare.com/pdf/mycgs\\_passwordquickrefguide.pdf](https://www.cgsmedicare.com/pdf/mycgs_passwordquickrefguide.pdf)) for additional information.
- New myCGS Videos (<https://www.cgsmedicare.com/partb/education/video.html>): We recently added to our library by recording videos that provide an overview of the myCGS functions.

### Medicare Diabetes Prevention Program (MDPP) – Patsy Schwenk

Patsy discussed the MDPP process, which is a new approach to type 2 diabetes prevention in eligible Medicare beneficiaries with an indication of pre-diabetes. CMS informed us that providers are billing MDPP services when they are not credentialed as an MDPP supplier. If interested, please reference the following resources:

- MDPP Expanded Model Fact Sheet ([https://innovation.cms.gov/Files/x/MDPP\\_Overview\\_Fact\\_Sheet.pdf](https://innovation.cms.gov/Files/x/MDPP_Overview_Fact_Sheet.pdf))
- MDPP Supplier Requirements Checklist (<https://innovation.cms.gov/Files/x/mdpp-supplierreq-checklist.pdf>)
- MDPP Quick Reference to Payment and Billing (<https://innovation.cms.gov/Files/x/mdpp-billingpayment-refguide.pdf>)

If you are unsure whether you are currently enrolled as an MDPP supplier, please contact the Provider Enrollment department.

### September Meeting Assignment – Juan Lumpkin

The entire POE team will be meeting in Nashville in October to plan out the entire year. This includes scheduling meeting and seminars with our partners. If you would like POE and/or our medical directors represented at an upcoming meeting or seminar, please let us know so that we can include it on our schedule. Even if the event is in the planning stages, we would still like to know.

## Old Business

### New Medicare Card Project Update – Patsy Schwenk

The current mailing wave for the new Medicare cards shows people with Medicare in Kentucky and Ohio (Wave 7) will receive their cards sometime after August 2018. When the cards are

close to being mailed, you may notice an increase in TV and radio ads so that patients will be expecting them. Everything regarding the new Medicare card and MBI is available on a dedicated CMS Web page (<https://www.cms.gov/medicare/new-medicare-card/nmc-home.html>).

Patients newly enrolled in Medicare already have the new card and MBI. Claims submitted with an MBI are processing with no problem.

#### Partner Collaboration Update – Vanessa Williams

Vanessa provided an update on the collaboration initiative presented during the last two AG meetings.

- In Ohio, we will be focusing on claims that are being rejected for message D75 (Service is missing NPI for referring/ordering provider, [https://www.cgsmedicare.com/partb/education/cse\\_data.html](https://www.cgsmedicare.com/partb/education/cse_data.html)) and B16 (Service is missing functional reporting G-codes for physical therapy services, <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/SE1307.pdf>.)
- In Kentucky, we will be focusing on claims that are being rejected for message B16 (Service is missing functional reporting G-codes for physical therapy services, <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/SE1307.pdf>) and 376 (Information we requested was not received, <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/CERTMedRecDoc-FactSheet-ICN909160.pdf>.)
- To address the non-response issue, we plan to schedule a webinar in CY 2019 and send a special invite to those who receive rejections for this reason. After non-responders are invited, the webinar will be opened to all J15 providers/suppliers.

#### ForeSee Survey Reminder – Juan Lumpkin

Juan thanked everyone for participating in the ForeSee survey. As a result of our efforts in promoting the survey, we recently received a satisfaction score of approximately 73%, which is 10% higher than it was when the promo began. Changes made as a result of comments received include updates to the fee schedules webpage, and incorporating a search feature on the FAQs page. Members were asked to continue letting us know what you like on the Web site by completing the ForeSee survey ([https://survey.foreseeresults.com/survey/display?cid=wtsU0tp0khBZxlUgcpcMxA==&sid=link-cgs\\_ky\\_oh\\_hhh-en](https://survey.foreseeresults.com/survey/display?cid=wtsU0tp0khBZxlUgcpcMxA==&sid=link-cgs_ky_oh_hhh-en)).

### Upcoming Educational Events

Juan reviewed the current Part B Calendar of Events ([https://survey.foreseeresults.com/survey/display?cid=wtsU0tp0khBZxlUgcpcMxA==&sid=link-cgs\\_ky\\_oh\\_hhh-en](https://survey.foreseeresults.com/survey/display?cid=wtsU0tp0khBZxlUgcpcMxA==&sid=link-cgs_ky_oh_hhh-en)). The KY Road Show event in Lexington is full; there are still a few spaces open in Bowling Green. We also have a collaboration webinar scheduled with the Home Health and Hospice contractor. The one on the calendar is full. An additional webinar will be scheduled in the future.

Juan also reviewed the new articles added to the Spring 2018 PRISM Update. He asked members to submit suggestions for the Autumn 2018 update, as we soon will begin creating it.

As always, education is available upon request. Email requests to [J15\\_PartB\\_Education@cgsadmin.com](mailto:J15_PartB_Education@cgsadmin.com).

### POE Advisory Group Meeting Schedule

The next meeting will be held via teleconference December 11, 2018.

Proposed dates for Calendar Year 2019

- March 12, 2019 (Online/Teleconference Only)
- June 11, 2019 (Kentucky)
- September 10, 2019 (Ohio)
- December 10, 2019 (Online/Teleconference Only)

### Roundtable/Questions

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No questions were asked.

### Adjourn

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Meeting was adjourned.