

*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 14, 2017

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

**Attendees:**

- Jane Arnold – Firelands Regional Medical Center
- Fran Voll – Advanced Billing Concepts, Inc.
- Elayne Biddlestone – Academy of Medicine of Cleveland & Northern
- Alexis Godshall – Ohio State Medical Association
- Jennifer Hayhurst – Ohio State Medical Association
- Dave Dillahunt – Ohio Hematology Oncology Society
- Debra Farley – BillPro Management
- Cari Phillips – Ohio Chiropractic Association
- Jackie Simmons – OSU Physicians
- Maxine Lewis – MCJRM
- Kelly Martinelli – Healthcare Compliance Association
- Jennifer Jones – DayStar Billing
- Sheila Petrequin – Maxx Medical, Inc.
- Wendy Shade – Kettering Health Network
- Mick Polo – NCDS Medical Billing
- Chris Foster – Ohio Ambulance
- Jimelle Rumberg – Ohio Foot and Ankle Medical Association
- Regina Shorts – MetroHealth
- Abby Bell – Academy of Medicine of Cleveland & Northern
- Cindy Mack Alexander – CompuNet Clinical Laboratories
- Connie Brown – Reid Physician Associates
- Tammy May - Kettering Physician Network

**CGS Staff:**

- Vanessa Williams – POE
- Julene Mull – Medical Review
- Jessica Brill – Provider Contact Center
- Windy Biggs - EDI

## AGENDA ITEMS

### Opening Remarks

Juan welcomed everyone to the meeting.

### CGS Departmental Updates

#### CERT Update - Julene Mull, CGS CERT Coordinator

Julene provided an update on the following CERT related topics:

- Respond to CERT inquiries fully and completely to avoid a claim error and your money from being recouped.
  - If you send in records and receive another request, please contact Julene so we can check to be sure the records were received. This will avoid an error for no response.
- For services performed outside of the office that you are billing, it is the provider's responsibility to obtain records from the 3rd party (i.e., hospital) and submit to the CERT contractor.

- We are still having issues with Signatures. Please advise your billing staff/companies that everything must have a signature. A great resource for billing service staff is available at <http://www.cgsmedicare.com/partb/pubs/news/2014/0214/cope24803.html>.
- Illegible signatures - include printed name on documentation, a signature log or attestation statement.
  - > Signature log – Using your office letterhead, print the provider(s) name and ask that provider to sign his/her name/initials in every variation he/she might use. Submit this with your documentation.
  - > Attestation Statement – if a signature is missing (this will also work for illegible signatures), complete an attestation and submit that with your records.
- This not only avoids an error with CERT but allows payments from CGS to be processed without the delay of authenticating or requesting an attestation.
  - More on signatures is available at <http://www.cgsmedicare.com/partb/pubs/news/2014/0214/cope24803.html>.
- In regard to Lab Services, documentation of medical necessity is required.
  - When sending requests for labs, please note the reason labs are requested on the requisition; a written statement by the treating physician along with the ICD-10.
  - Your help with this issue will help reduce our error rate tremendously and we would appreciate your cooperation. Refer to the CMS fact sheet for additional information. <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/ProviderComplianceLabServices-Fact-Sheet-ICN909221.pdf>

Julene also reminded the members of two email addresses created specifically for provider inquiries:

- [CMD.Inquiry@cgsadmin.com](mailto:CMD.Inquiry@cgsadmin.com) – This email address is used to ask questions regarding our local coverage determinations (LCDs), documentation requirements and medical records. Please send inquiries to this email address instead of the medical directors directly, as they often travel and cannot respond timely.
- [J15IDE@cgsadmin.com](mailto:J15IDE@cgsadmin.com) – This email address is used to submit information to CGS regarding approved clinical trials. Additional information on this is available at <http://www.cgsmedicare.com/partb/pubs/news/2013/1213/cope24209B.html>. IDE submission tips are available at <http://www.cgsmedicare.com/partb/pubs/news/2017/02/cope2020.html>.

Contact information for Julene and the CERT contractor are available at <http://www.cgsmedicare.com/partb/cert/contact.html>.

### Provider Contact Center (PCC) – Jessica Brill

Jessica provided an update on the claims processing issue that affected the units field. This impacted claims submitted December 31, 2016, through January 5, 2017. We announced that a mass adjustment will be performed on some claims. Details are available at <http://www.cgsmedicare.com/partb/pubs/news/2017/02/cope2327.html>.

### EDI Department – Windy Biggs

Windy provided updates on the following:

- SFTP Front End Update - CGS has begun working with Network Service Vendors (NSVs) to schedule a staggered cutover to migrate to the SFTP connectivity. Submitters are asked to consult with your NSV regarding testing connectivity and switching to the SFTP front end to avoid claim submission problems. All electronic submissions and receipts must utilize SFTP effective April 3, 2017. Additional information is available at <http://www.cgsmedicare.com/articles/cope2052.html>.
- EDI Applications – We continue to receive EDI applications that cannot be read. This is caused by copying and faxing the same form repeatedly. Please ask providers to download a NEW form to complete each time an application is submitted. Additional information on this is located at <http://www.cgsmedicare.com/articles/cope32251.html>.
- 277CA Look-Up Tool – This tool provides easy-to-understand descriptions of the error codes received on the 5010A1 277CA (claims acknowledgement) report. Details are available at <http://www.cgsmedicare.com/partb/pubs/news/2017/02/cope2183.html>.

### Provider Enrollment – Juan Lumpkin

CGS recently released the Provider Enrollment Interactive Help Tool. This tool is designed to walk providers through the application process simply by asking a series of questions. The tool is available at <http://www.cgsmedicare.com/partb/enrollment/helptool/index.html>. We asked that members help us promote it by sharing the attached handout.

A member asked a question about taxonomy codes used in provider enrollment files. Taxonomy codes are used to classify providers according to provider type or specialty in the ANSI environment. Medicare does not use taxonomy codes to adjudicate claims, so they are not required. However, if they are submitted our processing system validates the taxonomy code against the current code set. Invalid or incorrect taxonomy codes will cause problems with claim processing.

## New Business

### CGS Website Enhancements

Juan discussed changes that will be made to the Web site.

- The *Browse by Specialty* section, located at <http://www.cgsmedicare.com/partb/specialty/index.html>, was created to allow providers one-stop access to information related to their specialty. Members were asked for help in creating specialty-specific information that will help reduce inquiries and save time for their providers and/or members of their associations. Please feel free to submit ideas directly to the POE team at [J15\\_PartB\\_education@cgsadmin.com](mailto:J15_PartB_education@cgsadmin.com).
- The *Browse by Topic* section, located at <http://www.cgsmedicare.com/partb/topic/index.html>, is in need of the same type of attention. Looking for suggestions here, as well.
- Changes were recently made to separate the Appeals/Redeterminations page (<http://www.cgsmedicare.com/partb/appeals/appeals.html>) from the Reopenings page (<http://www.cgsmedicare.com/partb/forms/gateways/reopenings.html>) to help providers submit requests to the correct workload.

- New Reopening forms are being introduced in the coming weeks. An article announcing this is available at <http://www.cgsmedicare.com/partb/pubs/news/2017/03/cope2396.html>.

### myCGS Update

Vanessa provided an update on myCGS:

- Self-Service Function – We continue to work to enhance the functions available to you through myCGS. You will soon see changes to the myCGS Reopenings process to coincide with the paper form changes that will be available on the Web site. Watch for communication on this to help us promote these exciting updates.
- Multi-Factor Authorization (MFA) - MFA is an extra layer of security that will help ensure myCGS accounts and patient's Medicare information is protected. Each time providers access myCGS, they will receive an eight-digit verification code via the option selected (text or email). Once the verification code is entered, providers will gain access to the myCGS website portal.
  - **Part B MFA statistics** – Since our deployment of voluntary MFA on Oct 11, 2016:
    - > We currently have a total **217 MFA Users for Part B**.
    - > A total of **104 Users** have turned off MFA during this period.
  - **Important Timelines** – myCGS users may sign up for MFA for each active user ID.
    - > May 1, 2017 to June 30, 2017: myCGS Users will be required to sign up for MFA at enrollment, password reset and account update.
    - > July 1, 2017: myCGS users NOT signed up for MFA will automatically be set to MFA with the email address associated with the user ID.
  - **MFA Education event** – CGS invites you to attend the Multi-Factor Authentication MFA Webinar for all J15 lines of business scheduled for Thursday, April 6, 2017, from 11:00 a.m. to 12:30 p.m. EST. To register for this event, please visit our Calendar of Events located at <http://www.cgsmedicare.com/partb/education/index.html>.
  - **Resources**
    - > How to sign up – myCGS User Manual – Chapter 1 <http://www.cgsmedicare.com/pdf/mycgs/chapter1.pdf>.
    - > Notifications
      - October 2015 (CMS) - <https://www.cms.gov/Regulations-and-Guidance/Guidance/Transmittals/downloads/R1548OTN.pdf>
      - October 13, 2016 - <http://www.cgsmedicare.com/articles/cope805.html>
      - October 18, 2016 - <http://www.cgsmedicare.com/articles/cope842.html>
      - March 6, 2017 - <http://www.cgsmedicare.com/articles/cope2326.html>

### Winter 2017 Medicare Update

Juan highlighted changes from the Winter 2017 quarterly update, which included:

- The *Medicare Preventive Services Quick Reference Chart* <https://www.cms.gov/Medicare/Prevention/PrevntionGenInfo/medicare-preventive-services/MPS-QuickReferenceChart-1.html>

- Self-service Reopenings <http://www.cgsmedicare.com/partb/pubs/news/2016/11/cope1162.html>
- Transitional Care Management (TCM) <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/Transitional-Care-Management-Services-Fact-Sheet-ICN908628.pdf>
- Chronic Care Management (CCM) <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/ChronicCareManagement.pdf>
  - CCM updates for 2017 <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/ChronicCareManagementServicesChanges2017.pdf>
- Prolonged Services <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/mm5972.pdf>
- Advance Care Planning <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/AdvanceCarePlanning.pdf>
- Payment Reduction to technical component of film x-rays <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/MM9727.pdf>
- Data collection to accurately value global packages
  - **NOTE: CMS is hosting a conference call on this initiative. Check here to register to attend:** <https://www.cms.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events-Items/2017-04-25-Global-Surgery.html>
- Payment reduction of CT diagnostic imaging services
- New Recovery Audit (RA) contractors
- Medicare Signature Requirements <http://www.cgsmedicare.com/articles/cope1361.html>
- 2017 Provider Enrollment Application Fee Amount

## Old Business

### 2017 Moderate Sedation

Beginning 2017, providers may bill moderate sedation. The CPT codes have been processing fine; however, CPT code 99153 is denied when performed in a facility setting. The denial is due to a PC/TC indicator '3', meaning the code is "technical component only." The rationale for assigning this indicator is because CPT code 99153 represents an additional 15min of moderate sedation, which is typically performed by hospital staff (e.g., nurse) and is, therefore, not payable to a Part B provider in a facility setting. CGS released an article to explain this, which is located at <http://www.cgsmedicare.com/partb/pubs/news/2017/03/cope2489.html>.

## Announcements and Reminders

### PCC training topics

No topics were shared. Members are welcome to email ideas anytime throughout the upcoming year.

### Performant Recovery Presentation

On Wednesday, March 8, 2016, CGS partnered with Performant Recovery, the new Region 1 Recovery Audit (RA) contractor for Part A and B, for a webinar to introduce the new contractor and discuss the transition/implementation process. If you and your members would like to listen to the recorded session, which included Q&As, please go to <https://attendee.gotowebinar.com/register/5257189885021016066>.

### Upcoming Educational Events

#### Partnerships

- Ohio Foot and Ankle Medical Association (OHFAMA) 2017 Coding and Financial Institute – April 28, 2017
- Ohio Osteopathic Society (OOS) Symposium – April 20 – 21, 2017
- Ohio Hematology Oncology Society (OHOS) – May 12, 2017
- The Academy of Medicine of Cleveland & Northern Ohio (AMCNO) Secondary Payer Annual Conference – May 17, 2017
- Ohio Foot and Ankle Medical Association (OHFAMA) 101st Annual Foot and Ankle Scientific Seminar – June 8 – 10, 2017
- Ohio State Medical Association (OSMA) 2017 Medicare & Medicaid Update – July / August 2017

Review the *Calendar of Events* on our website at [http://www.cgsmedicare.com/medicare\\_dynamic/wrkshp/pr/partb\\_report.asp](http://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report.asp).

- Education upon request: Email requests to [J15\\_PartB\\_Education@cgsadmin.com](mailto:J15_PartB_Education@cgsadmin.com)

### POE Advisory Group Meeting Schedule

- June 13, 2017
  - Aultman North Canton Medical Group  
6046 Whipple Ave NW  
North Canton, OH 44720
- September 12, 2017
- December 12, 2017 (teleconference only)

### Roundtable/Questions

- Discussed the appeal process for Recovery Audit (RA) contractor decisions. An article explaining the process is available at <http://www.cgsmedicare.com/articles/cope2416.html>.
- A member mentioned there are providers looking for education who either do not know how to contact us, or do not realize that CGS provides education. We will post an article to remind our providers.

### Adjourn

Meeting was adjourned at 2:47 p.m.