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 17, 2015

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

Attendees:

- Stephanie Barnett, Choose Well
- Renee Stamp, Paradigm Management
- Philip Horn, Guest, Medical Compliance Service, INC
- Nancy Horn, Medical Compliance Service, INC
- Georgetta Richardson, Norton Healthcare
- John Blumenstock, PHI Air Medical, LLC
- Janet Roe, St. Claire Medical Group
- Susan Merryman, Anesthesia Medical Group PC
- Matthew Waldie, Ashland Area Health Alliance
- Ramona Osborne, Owensboro Health Medical Group
- Jennifer Brown, POE, CGS
- Cari Phillips, POE , CGS
- Vanessa Williams, PO, CGS

AGENDA ITEMS

Opening Remarks

Jennifer welcomed the new members and reviewed the purpose of the group. Juan introduced the newest member of the Provider Outreach and Education team, Monique Beale.

CGS Departmental Updates

- Medical Review/CERT

  - Juan shared information provided by CGS's CERT Coordinator, Julene Mull.

  - The Medical Review 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.

    > A member asked if a hyperlink can be created to see if specific providers are being reviewed on a particular issue listed on the log. POE will share the suggestion internally.

    > A member asked how providers are currently notified when they are being reviewed. Letters are mailed to the provider at the correspondence address on file. If there is no correspondence address, the letter is sent to the physical address.

      - Electronic Submission of Medical Documentation (esMD) from CMS will allow notifications to be received electronically. This future enhancement will reduce delays with letters getting to the appropriate location. Information on esMD is located at https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/ESMD/index.html?redirect=/esmd

- Errors for no response to CERT requests are increasing. Juan reminded the members they have up to 75 days to respond.
- The status of CERT reviews is available through the CERT Claim Identifier (CID) tool at: http://www.cgsmedicare.com/medicare_dynamic/cid_tool/index.asp. The CERT number used to query the database is listed on the barcoded letter.
- Julene can be contacted at 1.615.782.4591 if you have questions specific to CERT.

New Business

- myCGS Enhancements – Juan discussed myCGS
  - MR ADR responses
    - > 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 (MR) Additional Documentation Request (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 five 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. There is currently no way to enter a batch of claims at once.
    - > We announced the April 9th myCGS Claim Submission webinar
- POE Quarterly Update Handout – Juan went over the handout and shared important links throughout the handout.
- ICD-10 Education - Juan informed the group of upcoming face-to-face events CMS is offering in rural Kentucky April 28 and 29, 2015. Events are currently being held in Benton, Bowling Green and Madisonville, KY. Registration is available at http://www.roadto10.org.
  - We have heard no delays to ICD-10 implementation, so we urge provider to continue preparing for the October 1, 2015 compliance date.
- MLN Publications
  - Latest Products
    - > http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications.html
- CGSMedicare.com Member Feedback
  - Browse by Specialty and Topic Sections - Juan went over the different Specialty and Topics on the website. They can be found at:
    - > http://www.cgsmedicare.com/partb/specialty/index.html
    - > http://www.cgsmedicare.com/partb/topic/index.html
  - Discussed the Online Education Center, which is available at http://www.cgsmedicare.com/medicare_dynamic/education/001.asp
    - > Reviewed current training available
    - > Discussed possible course additions. Please forward any suggestions to POE.

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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 are listed only when open to the public.
  - Review calendar on the CGS website at http://www.cgsmedicare.com/medicare_dynamic/wrkshp/PR/PartB_Report.asp
- "A Day with Medicare" Education Event – Event will be held in Columbus, Ohio, June 17, 2015. This is a joint Part A and Part B event. The CMDs will be in attendance. The Part A and Part B POE teams will provide updates as well. This is considered a trial; if this event is successful, future events will also be scheduled in Kentucky.
- J15 Small Provider/ Medicare Update Workshops – typically held in area libraries. If you know of an area that could benefit from a workshop, please let us know.
- Requests for education may be submitted to J15_PartB_Education@cgsadmin.com

Member Roundtable/Questions

- A member asked about the final mandate on EHR. Eligible professionals who have not attested are currently receiving payment adjustments (reductions). Information regarding eligible professionals, payment adjustments and other guidance is available at http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/Getting_Started.html.
- A member suggested education on sending PHI between MAC, CMS and providers. This will also be addressed as CMS increases promotion of esMD.
- A member suggested more focus on the Value-Based Modifier and the need for small provider organizations (9 or fewer eligible professionals) to begin reporting PQRS measures this year, as they will be affected CY 2017. Some discussion on offering an online training course on this topic.
- A member suggested we remind providers to review PQRS measures annually, as the descriptions and validity of the measure can change from year to year.
- Discussed a pending e-mail regarding Chronic Care Management. POE will work with the member directly.
- A member asked if we knew the fiscal intermediary (FI) for Virginia prior to MAC transition. National Government services (NGS) was the FI. http://www.cms.gov/Medicare/Medicare-Contracting/Medicare-Administrative-Contractors/J11_Award-Backgound_Sheet.html
- Many members suggested education be developed that focuses on provider-specific documentation errors. Providing this type of education instead of "general" CERT education would be well received by physicians, as it is specific to their practices. POE will suggest this type of program. Requests can also be submitted directly to cmd.inquiry@cgsadmin.com.

POE Advisory Group Meeting Schedule

June 9, 2015

Adjourn

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