

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 19, 2019

Facilitator: Patsy Schwenk, CGS J15 Provider Outreach and Education (POE)

Attendees:

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| <ul style="list-style-type: none"> Jane Arnold – Firelands Regional Medical Center Todd Baker – Ohio Ophthalmological Society Linda Basham – 911 Billing Services Elayne Biddlestone – Academy of Medicine of Cleveland & Northern Ohio John Blumenstock – PHI Air Medical, LLC Dave Dillahunt - Ohio Hematology Oncology Society Kimberly Dziekan - Wright State Physicians Debra Farley - BILLPro Management Systems, Inc. Chris Foster – Ohio Ambulance Jennifer Hayhurst - Ohio State Medical Association Phillip Horn - Medical Compliance Services, Inc. Jennifer Kelley – OSU Physicians Amber Lautzenheiser – Lexington Heart Specialist Maxine Lewis - MCJRM Cindy Mack Alexander - CompuNet Clinical Laboratories Marsha Martin - Mount Carmel Medical Group | <ul style="list-style-type: none"> Tammy May – Kettering Physician Network Geri Murphy – Clean Claim MD Mick Polo - NCDS Medical Billing Jean Pyor - St. Elizabeth Physicians Georgetta Richardson – Norton Healthcare Kelly Rupard – University of Kentucky Wendy Shade - Kettering Health Network Darrell Spear – Kentucky Chiropractic Society Stephanie Woods – GLMA Matthew Waldie – Ashland Area Health Alliance Shannon Young – Blue Grass Ortho |
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CGS Staff:

- Patsy Schwenk – POE (Lead)
- Juan Lumpkin – POE
- Vanessa Williams – POE
- Curtis McFadden – POE
- Leah Lewis - POE
- Shuanya Lovitt – EDI
- Treva Marquis, RN – Medical Review
- Karen Hughes – Provider Enrollment

Agenda Items

Opening Remarks

Patsy welcomed everyone, thanked University Of Cincinnati for the use of the conference room, and reminded all in attendance of the POE AG purpose.

CGS Departmental Updates

Electronic Data Interchange (EDI) – Shuanya Lovitt

Shuanya provided myCGS reminders including:

- Registration and login issue please contact EDI Helpdesk.
- Part B providers needing assistance with Claims submissions should contact the EDI Helpdesk for assistance after reviewing the following myCGS e-claims job aids:
 - eClaims: https://www.cgsmedicare.com/partb/mycgs/mycgs_eclaims_jobaid.pdf
 - MSP eClaims: <https://www.cgsmedicare.com/partb/pubs/news/2015/0215/cope28475.html>

Treva Marquis, RN – Medical Review

Treva provided an update on the Targeted Probe and Educate (TPE) initiative:

- As of May 31, 2019 there were 253 active edits
- 155 Round 1
- 77 Round 2
- 21 Round 3

Findings are located at <https://www.cgsmedicare.com/partb/mr/tpe.html>

Provider Enrollment Update – Karen Hughes

Karen reminded the group to use the new version of the 855I – if you submit electronically, it will be the correct version. If you submit paper, please use our website to ensure the correct version.

CERT Update – Vanessa Williams

Vanessa shared the following in Julene's absence:

The purpose of the CERT program is to measure and reduce improper payments in Medicare Fee-for-Service:

- Designed to determine if Medicare contractors are paying claims correctly
- NOT designed to be a measure of fraud or review of individual provider practices

Both overpayments & underpayments are considered improper payments some of which include:

- Payments to an ineligible recipient
- Payments for an ineligible service
- Duplicate payments
- Payments for services not received
- Payments for an incorrect Amount

CMS and MACs raise awareness of improper payments and partner with providers/suppliers to reduce the error rate through education.

Top Errors for 2019 Reporting Period for Part B

- B25: A valid provider's order is missing or inadequate
- B27: Documentation to support medical necessity is missing or inadequate
- B28: Documentation to support the services were provided or other documentation required for payment of the code is missing or inadequate
- B49: No signature on a document that is required by Medicare policy
- BRW: Does not meet history key element for billed E/M service level
- BRY: Does not meet medical decision making key element for billed E/M service level

Member Question: Are there statistics as to what the primary E/M type has been found to be inadequate in history and medical decision making sections? For example subsequent hospital E/M's, initial nursing home E/M's, etc.

Answer: Initial and subsequent hospital visits are where we are finding the top errors.

If you have additional CERT related questions or need help with a request, please contact Julene directly at Julene.Lienard@cgsadmin.com or 615.782.4591. Provide the CERT ID number with your question.

New Business**Medicare Providers Working Together – Patsy Schwenk and Curtis McFadden**

Patsy and Curtis explained a POE team collaborative effort in which Part B advisory group members will have an opportunity to discuss their experiences, issues and/or needs from Part

A providers. Every meeting, a member of the Part A POE team will attend to hear your needs and then work with the members of their Part A POE AG to find solutions. We envision this information sharing across lines of business to be an effective solution to address problems that may arise between different provider types.

NCCI Changes - Patsy Schwenk

Patsy informed members of the CMS CR 11168 (<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/MM11168.pdf>), which addresses changes to National Correct Coding Initiative (NCCI) Procedure to Procedure (PTP) edits. Currently, modifiers 59, XE, XS, XP, and XU are among the NCCI-associated modifiers. The Multi-Carrier System (MCS) currently requires that modifiers 59, XE, XS, XP, or XU be appended to the column two code of a PTP edit to bypass the edit. With the implementation of CR 11168 on July 1, 2019, Medicare will allow modifiers 59, XE, XS, XP, or XU on column one and column two codes to bypass the edit.

myCGS Focus Group, Enhancement and Reminders – Juan Lumpkin

Juan thanked all who volunteered to be a member of the myCGS focus group. The group contains members from all lines of business (Part A, Part B, and HHH) and provides feedback on myCGS functions and enhancements. Juan spoke of the following new myCGS enhancements and reminded all to share the information and articles with their members:

- myCGS Claims Tab Enhancement
<https://www.cgsmedicare.com/partb/pubs/news/2019/04/cope12036.html>
- myCGS Enhancement: Hepatitis B Screening
<https://www.cgsmedicare.com/partb/pubs/news/2019/04/cope12038.html>
- myCGS Enhancement: Smoking Cessation/Counseling Services
<https://www.cgsmedicare.com/partb/pubs/news/2019/04/cope12045.html>
- myCGS ESRD
<https://www.cgsmedicare.com/partb/pubs/news/2019/04/cope12043.html>

Juan informed that group about there has been an increase in calls regarding the myCGS registration process and asked attendees to share the following articles with their members and staff:

- Registering for myCGS? Check here first!
<https://www.cgsmedicare.com/partb/pubs/news/2019/05/cope12452.html>
- myCGS Registration Checklist
https://www.cgsmedicare.com/partb/mycgs/mycgs_checklist.pdf

MSI Results –Patsy Schwenk

Patsy thanked all who recently assisted in sharing and completing the CMS MAC Satisfaction Indicator (MSI). CMS has distributed the survey results to all MACs. We are in the process of reviewing the comments and implementing some of the suggestions. CMS will use a new survey tool next year and we will share the information on the tool as it becomes available. Patsy reminded the group about the ForeSee (https://survey.foreseeresults.com/survey/display?cid=wtsU0tp0khBZxlUgcpcMxA==&sid=link-cgs_ky_oh_hhh-en) customer satisfaction survey link that is available on the CGS website.

Updates from Recent CMS Face to Face Meetings – Leah Lewis

Leah shared what CMS discussed at the recent CMS Medicare customer service program conference including the Medicare Beneficiary Identifier (MBI), best practices and educational offerings attendance numbers. Leah explained that we need the ideas and suggestions from the group to help us increase attendance numbers at all of our educational events. Juan and Patsy also had the opportunity to attend a CMS Chicago Region partnership meeting. They shared the Chicago Regional Office (<https://www.cms.gov/About-CMS/Agency-Information/RegionalOffices/Downloads/ChicagoRegionalOffice.pdf>) contact information with the attendees.

Old Business

Medicare Beneficiary Identifier (MSI) Usage Data – Patsy Schwenk

Patsy reminded the group that on January 1, 2020, claims must be submitted with the patient's MBI. She shared that nationally, 75% of the current Medicare claims are submitted with the MBI. Specifically for Ohio, 80% of the Part B claims are submitted with the MBI and for Kentucky Part B, 77% of the claims contain the MBI. POE will start reaching out to educate those providers with the highest non-MBI claim submission rates soon. There is a new MBI handout (<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/GetYourNewMedicareCard.pdf>) for offices to share with Medicare patients who have not received their MBI. Patsy discussed how the CGS MBI Converter Tool (https://www.cgsmedicare.com/medicare_dynamic/j15/ivr_mbi_converters.asp) assists callers using the IVR and asked the group to share the tool.

Member Meeting Assignments

Educational topics for 2019 – 2020

POE is about to start planning our educational events for the upcoming year. Members are asked to help us plan! We need your ideas for seminars, topics and upcoming events. Patsy thanked the members who sent in excellent suggestions. We need your ideas also. Send them to J15_PartB_Education@cgsadmin.com today!

Vendor Contacts for VPOEC

POE needs the contact names of your clearinghouses and vendors for a new collaboration called the Vendor Provider Outreach and Education Council (VPOEC). We are in the beginning planning phase and need to reach out to potential members. Please send us your contacts today to the J15_PartB_Education mail box.

CGS Webinar Improvements

Patsy mentioned that CGS has increased the number of webinars during the past year. She explained that we need member feedback and input on how to improve these offerings. Please send suggestions on topics, preferred days of the week, preferred time of the day and total time of webinar to the J15_PartB_Education mail box.

Upcoming Educational Events

The Ohio State Medical Association Summer Series will be across Ohio in August 2019.

POE is partnering with CGS Jurisdiction B DME POE to offer educational event in Louisville KY on August 7, 2019 and Columbus Ohio on September 18, 2019. Attendees can register here: <https://www.cgsmedicare.com/jb/education/workshops.html>

CGS Part A and Part B POE will be holding In-person Road Show events in Columbus Ohio on October 14, 2019 and Cleveland Ohio on October 15, 2019. Look for additional details on these events soon.

If your association/society would like us to speak, please send your request to J15_PartB_Education@cgsadmin.com. Our Calendar of Events (https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report.asp) is available on the 'Education & Events' Web page.

POE Advisory Group Meeting Schedule

- September 10, 2019 (Online/Teleconference)
- December 10, 2019 (Online/Teleconference)

Roundtable/Questions

Leah mentioned some upcoming enhancements to the 277 CA that may require some POE AG members to participate in testing the new tool. Stay Tuned!

Adjourn

Meeting was adjourned.