

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 5, 2025

Facilitators: Curtis McFadden and Towanna Trip

ATTENDANCE

CGS:

- Calvin Smith
- Ruthie Glazier
- Carey Fugate

Members:

- | | | | |
|------------------|-------------------|----------------------|--------------------|
| • Deborah Emmons | • Jean Pryor | • Sheri Tomlinson | • Eddy Maillot |
| • Melody Rice | • Sarah Strayer | • Amy Fanelli | • Kristalyn Schoen |
| • Valerie Tapia | • Jennifer Hansel | • Kelly Martinelli | |
| • Deborah Walton | • Karen Downing | • Mick Polo | |
| • Michelle Weiss | • Dottie Mudd | • Robert Kaliszewski | |

AGENDA ITEMS

Welcome

Purpose and Goals

https://www.cgsmedicare.com/pdf/j15_poe_ag_covenant_2019_v1.pdf

The primary function of the Advisory Group is to assist the contractor in the creation, implementation, and review of provider education strategies and efforts. The Advisory Group provides input and feed-back on training topics, provider education materials, and dates and locations of provider education workshops and events. The group also identifies salient provider education issues and recommends effective means of information dissemination to all appropriate providers and their staff, including the use of the Provider Contact Center (PCC) to disseminate information to providers.

Response to feed-back related to inquiries submitted to the PCC rather than to POE via email or Advisory Group: Please continue to contact the PCC initially. If you do not receive a resolution, you may then contact POE for assistance. Please include a PCC reference number with your POE request to assist us in providing education both internally and to the provider community.

Current Tasks

Education Feedback

The meeting started with CGS asking for feedback on educational offerings attended since last meeting in 2024. Members stated that the education offered was well rounded and consistent. CGS asked members to make sure and take surveys to give feedback when attending. Members requested more case studies in education when possible and for more in-depth information Medicare Secondary Payer scenario based education.

Current Topics

Education on Removal of Eligibility Information from the IVR

On February 28th, eligibility information was removed for CGS' Interactive Voice Response Unit. CGS started doing education on this back in November of 2024. The group discussed the effectiveness of the overall education, stating it was well covered.

<https://www.cms.gov/medicare/regulations-guidance/transmittals/2024-transmittals/r12858otn>

In Person Vs Virtual

CGS is currently unable to travel for education, so the group discussed pivoting options for education that was scheduled to be in person. Providers stated that in person is still desired and looks forward to seeing POE reps in the field soon. CGS launched a poll for members to vote on which virtual platform they prefer between CVENT and Microsoft Teams.

Greenmail

Calvin Smith from CGS did a brief presentation outlining Greenmail for the myCGS portal and its benefits. CGS then launched a poll to see what providers have signed up for myCGS. All participants in the poll were myCGS users.

myCGS Violations

CGS discussed with members why some users are being revoked from myCGS due to abusive usage. It was explained if it is found that usage seems to be AI based due to transaction count, that user is revoked. Also if that user is the provider administrator of the facility/group, then all users attached to the administrator loses access.

Future Tasks for Next Meetings

Members were reminded to complete the following tasks before our next POE AG meeting:

- Attend our educational offerings and share feed-back on experience.
- Help us promote any upcoming in-person events to increase attendance.
- Members were asked to submit suggestions on enhancing our education to the provider community. Suggestions that were made during the meeting were documented for POE review and future suggestions can be submitted to the following mailboxes:
 - J15_PartA_Education@cgsadmin.com
 - J15_PartB_Education@cgsadmin.com

CALENDAR OF EVENTS

- Part A: https://cgsmedicare.com/medicare_dynamic/wrkshp/pr/parta_report/parta_report.aspx
- Part B: https://cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report/partb_report.aspx

2025 POE AG MEETING SCHEDULE

- July 11th, 2025 (Virtual Meeting via Microsoft Teams)
- October 8th, 2025 (Virtual Meeting via Microsoft Teams)

ADJOURN

Meeting closed at 2:48 p.m.