

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: July 16, 2025

Facilitators: Curtis McFadden and Towanna Trip

ATTENDANCE

CGS:

- Calvin Smith
- Ruthie Glazier
- Nykesha Scales

Members:

- | | | |
|-------------------|--------------------|-----------------------|
| • Melody Rice | • Karen Downing | • Mick Polo |
| • Valerie Tapia | • Dottie Mudd | • Kristalyn Schoen |
| • Deborah Walton | • Sheri Tomlinson | • Daniel Eichelberger |
| • Sarah Strayer | • Amy Fanelli | • Kendra Hardrick |
| • Jennifer Hansel | • Kelly Martinelli | • Bernie Willis |

CMS Attendees:

- Lee Condron
- Kathy Brawley

AGENDA ITEMS

Welcome

Purpose and Goals

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 feedback 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 sessions attended since last meeting in March. Members stated that the education continues to be well rounded and consistent. Members highlighted the May Mania sessions, stating that the topics and execution was done great. Members requested more topics on procedure and requirements such as SJI Fusions. Member also stated that webinars are great for new employees and seasoned ones. Members made the suggestion cover survey information right at the conclusion of the education material and before the resources.

Current Topics

Education on Removal of Eligibility Information from the IVR

CGS highlighted that 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>

WISeR Model

CGS discussed the innovation model dealing with Wasteful and Inappropriate Service Reduction (WISeR). This model will help protect American taxpayers by leveraging enhanced technologies, such as Artificial Intelligence (AI) and Machine Learning (ML), along with human clinical review, to ensure timely and appropriate Medicare payment for select items and services. The voluntary model will encourage care navigation, encouraging safe and evidence-supported best practices for treating people with Medicare. WISeR will run for six performance years from January 1, 2026 to December 31, 2031. The application period opened on June 27, 2025.

Phishing Fax Requests

CGS reviewed the CMS notice dealing with Medicare fraud scheme involving Phishing fax requests. CMS reminded providers that CMS doesn't initiate audits by requesting medical records via fax. Protect your information. If you receive a suspicious request, don't respond.

RAC Education

CGS highlighted the RAC education scheduled for July 22nd with Performant. This education highlighted the CMS Recovery Audit Contractor activities.

Proposed Rule

CGS reviewed the Proposed Rule timeframe for Fee for Service, IPPS, and Skilled Nursing. CGS stressed the importance of making comments in the comment period for those that affect them directly.

- <https://www.cms.gov/newsroom/fact-sheets/calendar-year-cy-2026-medicare-physician-fee-schedule-pfs-proposed-rule-cms-1832-p>
- <https://www.cms.gov/medicare/payment/prospective-payment-systems/acute-inpatient-pps/fy-2026-ipp-proposed-rule-home-page>
- <https://www.cms.gov/newsroom/fact-sheets/fiscal-year-2026-skilled-nursing-facility-prospective-payment-system-proposed-rule-cms-1827-p-fact>

Keep Doing, Start Doing, Change

During this portion of the meeting CGS asked what are things we should continue/keep doing, start doing, or change doing as a MAC. The highlight of this discussion was the topic of CVENT or Microsoft Teams as our Education platform/distributor. Also providers weighed in on live webinars versus recorded ones. Lastly providers gave opinions on after-hour sessions.

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 feedback 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

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

ADJOURN

Meeting closed at 2:26 p.m. EST.