

*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:** September 14, 2023

**Facilitator:** Curtis McFadden and Towanna Tripp

## ATTENDANCE

### Members:

- Savannah Wiley
- Berni Willis
- Dottie Mudd
- Kendra Hardrick
- Roxanne Poe
- Karen Downing
- Jennifer Hansel
- Yakiesha Stiggers
- Stacy Diehl
- Phil Horn
- Michelle Weiss
- Stacey Singer
- Amanda Selman
- Jane Arnold
- Cody Hunt
- Heather Clark
- Ilah Naudasher
- Kelly Martinelli
- Mick Polo
- Georgetta Richardson
- Max Shipley
- Debra Walton

### CGS:

- Juan Lumpkin
- Patsy Schwenk

## AGENDA ITEMS

### Welcome

### Purpose and Goals

[https://www.cgsmedicare.com/pdf/j15\\_poe\\_ag\\_covenant\\_2019\\_v1.pdf](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

#### Educational Events

- Members gave feed-back on virtual events hosted by CGS. Members shared positive feed-back with the staff on events, highlighting the most recent Provider Department Based Billing Edits webinar which occurred earlier in the week. Another highlighted webinar series was the TPE Reviews held during the quarter.
- Juan Lumpkin of CGS gave a synopsis of the Annual Summer Series where he, Towanna Tripp, and Vanessa Williams were presenters. This virtual event was August 15th – 17th. It was stated the partnership between POE and OSMA is invaluable.

#### In-Person Events

Members who were able to attend the August OH/KY Roadshow shared how wonderful in-person events are. Members stated the benefits of allowing new staff to attend these in-person events included gaining a wealth of Medicare knowledge at one time. A member representing a large hospital in the jurisdiction stated their willingness to partner with CGS and provide locations for possible in-person events to bolster the possibility of more in the future.

#### J15 Webinar Platform Change to CVENT

- POE allowed members to share more on the webinar platform to CVENT. Members highlighted that it is now a little easier and they are adapting to it. The discussion included

reviewing the registration process to make sure it included all aspects provided on the previous platform if there are any ways to make registration and joining virtual education a more streamlined process.

### Current Topics

#### Feedback from Providers on KEEP, START, or CHANGE

- POE Staff opened the floor for discussions on what can be done to be the best MAC for J15 Providers. This included what things we should keep doing as a MAC, what we should start doing that we are not doing, and what are some things we can change. This included items for our web portal, our website, POE Education offerings, and our Provider Contact Center. Things highlighted in this meeting's discussion were finding a way to make TPE letters easily identifiable in the myCGS portal. One of the items highlighted as a KEEP was the myCGS user manual. It was identified as very helpful along with its very user-friendly layout. Members stated quick links on the CGS website are very beneficial also.
- **CMS Website Review:** POE staff reminded members that the CMS website just went through a lay out change and asked for additional feed-back. Members stated the new layout is different and will take time to adjust. The POE staff was able to explain how the new website condensed eight categories into five, which should decrease their clicks to find information from the landing page. Providers shared concerns about losing previously stored favorite links.

### 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](mailto:J15_PartA_Education@cgsadmin.com)
  - [J15\\_PartB\\_Education@cgsadmin.com](mailto:J15_PartB_Education@cgsadmin.com)

### CALENDAR OF EVENTS

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- Part A: [https://www.cgsmedicare.com/medicare\\_dynamic/wrkshp/pr/parta\\_report/parta\\_report.aspx](https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/parta_report/parta_report.aspx)
- Part B: [https://www.cgsmedicare.com/medicare\\_dynamic/wrkshp/pr/partb\\_report/partb\\_report.aspx](https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report/partb_report.aspx)

### 2024 POE AG MEETING SCHEDULE

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TBD

### ADJOURN

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Meeting closed at 2:44 p.m.