

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: December 8, 2020

Facilitator: Curtis McFadden and Patsy Schwenk

ATTENDANCE/ROLL CALL

Attendees:

- Jane Arnold
- Todd Baker
- Gloria Beazley
- Janet Creason
- Stacy Diehl
- Kimberly Dziekan
- Diana Eichenauer
- Chris Foster
- Jann Gravina
- Jenn Hansel
- Nancy Horn
- Wayne Johnson
- Robert Kaliszewski
- Jennifer Kelley
- Lindy Lady
- Teresa Leininger
- Kelly Martinelli
- Laura Martucci
- Tammy May
- Mick Polo
- Michele Primeau
- Jean Pryor
- Kelly Rupard
- Kelly Shahl
- Stacey Singer
- Yakiesha Stiggers
- Frances Voll
- Jean Wendland Porter
- Crystal Wilborn
- Berni Willis

CGS Staff:

- Leah Lewis
- Juan Lumpkin
- Annie Scriven
- Towanna Trip
- Vanessa Williams

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 PCC to disseminate information to providers.

Response to feedback related to inquiries submitted to the Provider Contact Center (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.

POE AG Recommendations

- **Feedback on Education in the Last Quarter** - Curtis opened the meeting asking for feedback from members on education given in the last quarter. Members chimed in stating the Two Midnight Rule Debunked and The Observation Roadmap webinars gave great information. Members stated they enjoyed having Dr. Sandler attend both webinars. Members did ask about the possibility of extending these webinars to make sure enough time is given for the question segment.
- **CGS actions taken on member education recommendations** - Patsy reviewed the member education recommendations received during the September 2020 meeting and how CGS responded.
- **Hospital outpatient attestation requirements for admission** – On June 9, 2020 we provided a webinar entitled “Forms, Forms, and More Forms for Part A” You can listen to the recording here: <https://register.gotowebinar.com/recording/9191218326291088641>

- **Public health emergency (PHE) Topics**
 - **Skilled nursing specifics (SNF) specifics**
 - **Documentation for evaluation and management**
 - **Telehealth encounters**
 - > CMS Current Emergencies and Flexibilities - <https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page>
 - > FAQs address documentation requirements during the PHE - <https://www.cms.gov/files/document/medicare-telehealth-frequently-asked-questions-faqs-31720.pdf>
 - > In addition, our CMD Inquiry team has identified that everything is to be documented even if part of the E/M can't be completed during the encounter it is to be documented.
- **Appropriate use criteria for advanced diagnostic imaging** - The educational and operations testing period for the AUC Program has been extended through CY 2021. There are no payment consequences associated with the AUC program during CY 2020 and CY 2021. We encourage stakeholders to use this period to learn, test and prepare for the AUC program. On March 26, 2020 we conducted a webinar on the topic and you can listen to it here: <https://attendee.gotowebinar.com/recording/2012624554739748611>
- **New 2021 E&M guidelines** - Dr. Berman will be addressing this topic during the upcoming A Year in Review: Say GOOD-BYE to 2020 and HELLO to 2021! Webinar on December 18, 2020. You can register here: <https://register.gotowebinar.com/register/2452121347616162060>
- **Ambulance documentation** - Post-payment Service Specific Reviews are listed as active on the Part B MR Activities page - https://cgsmedicare.com/partb/mr/activity_log.html There are several documentation resources available on this page. We will continue to host an annual Ambulance Seminar in 2021. Due to the PHE, all seminars will be held virtually in 2021. You can listen to our most recent ambulance roundtable held on July 23, 2020 at <https://register.gotowebinar.com/recording/3935995849528955148>

UPCOMING EDUCATION RECOMMENDATIONS

Members gave various education recommendations that included miscellaneous COVID requirements such as vaccine administration on an inpatient visit, condition code 91, telehealth when the public health emergency ends, preventive services, the appeal process as it deals with prior authorizations, and more information in the ESRD arena along with dialysis transport (ambulance). Also, members requested some back to basics courses for new hires joining the health care industry.

CURRENT TASKS

Website Feedback

During the last quarter the website became mobile optimized, making it easier to navigate anywhere on our site via phone and/or tablet the same as you navigate on a computer. Members shared the categories have become clearer over the last few quarters along with the search function gives better responses. Recorded webinars are a plus for the website. Maneuverability has vastly improved along with the site being very user friendly. Members are asking for more reason codes to be added to the reason code and resolution tool on the website.

CGS Medicare App

More members have now downloaded the app. Feedback given included its now working better than previously. Members love the app because it is easy to download and gives them the ability to get information even when not on a computer. Tables are downloading that were not downloading before. Shared with members there are some tables that load slower than

others because of the size of file being downloaded. Some technical problems discussed will be passed to the app developers for resolution.

Innovations in Beneficiary Health

The POE staff gave information on the upcoming Innovation in Beneficiary Health Projects which included Medicare Diabetes Prevention Program (MDPP) Education, Prevention Services Education, and Chronic Care Management (CCM) services. Members participated in polls that asked the following:

- Do you know of other partnership opportunities we can explore to promote the upcoming program?
- Does your provider offer Medicare-approved preventive services to their patients?
- Do your primary care practitioners offer CCM services?

FUTURE TASKS

- **Feedback on exciting myCGS Updates**

Juan shared excited upcoming changes to myCGS that included authentication processes, inbox filtering, updates to the manual, new eligibility options, and Single sign-on (Super-User). The roll out date for these updates were not given.

- **Feedback on education provided through March 9, 2021**

CALENDAR OF EVENTS

Please continue to attend, provide feedback and suggest future topics.

- J15 Part A Calendar of Events - https://www.cgsmedicare.com/medicare_dynamic/wrkshp/PR/PartA_Report/parta_report.aspx
- J15 Part B Calendar of Events - https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report/partb_report.aspx

OPEN DISCUSSION

A question concerning sequestration was brought up during open discussion. This will be looked into for a response. Also, a provider enrollment revalidation question was asked. Resources where the responses are located on the site along with the Provider Enrollment line of the Provider Contact Center were given.

2021 MEETING DATES

- March 9, 2021
- June 9, 2021
- September 9, 2021
- December 9, 2021

ADJOURN
