

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 7, 2020

Facilitator: Nykesha Scales & Cari Atkinson, CGS Provider Outreach & Education

Attendees: 24 state/national association representatives

AGENDA ITEMS

Welcome/Purpose

- 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.

Follow-Up Items from Previous AG Meetings

Group welcomed new members and Cari Atkinson who joined the HHH Provider Outreach & Education Team effective March 23, 2020, as the new Clinical Educator.

POE AG Recommendations

- Coronavirus 2019 (COVID-19)
 - The group questioned the extension of the 1135 waivers. Nykesha advised MACs haven't been informed of extensions as of yet. Group suggested to continue COVID-19 Catch-up webinars as new information becomes available. Other topics such as infection control, telehealth confusion with physicians/communication systems, surveyor information and specific scenarios would be helpful for providers. Aaron asked if CGS had published anything concerning the additional extension for providers to submit cost reports. This information was added to the Cost Report section of our COVID-19 web page, <https://www.cgsmedicare.com/hhh/topic/covid-19.html>.
- CY2021 Home Health Prospective Payment System Rate Update, (CMS-1730-P, <https://www.cms.gov/medicare/medicare-fee-service-payment/homehealthppshome-health-prospective-payment-system-regulations/cms-1730-p>)
 - Group members briefly discussed the proposed rule. The National Association for Home Care (NAHC) wants to ensure providers are educated and informed on the Home Infusion Therapy (HIT) benefit slated to begin on January 1, 2021. At this time CGS has received draft instructions from CMS which offers guidance and the necessary claims processing system updates for future implementation. HIT will be a major education focus for the last quarter of 2020. Request for Anticipated Payments (RAPs) were also highlighted during the discussion. The group shared apprehension for the next implementations which will be the zero-split percentage, up front response and 5 day filing requirement, also slated for January 1, 2021. Nykesha assured the group providers will be reminded of these upcoming changes. Hopefully, this will help with the impact of these changes.

Current Tasks

- Feedback on Last Quarter Education
 - Based on poll results, webinars are the most beneficial method for education (versus articles/ listservs or website postings) and the best time to attend is either 10:00 a.m. – 1:00 p.m. or 1:00 p.m. – 4:00 p.m. (versus 4:00 – 7:00 p.m.). Additional feedback: Webinars are best for initial information, but the website is also important for future reference. The group was also polled on vitality of the Medicare Bulletin. The vast majority would like to see the bulletin remain as a standing CGS publication. Nykesha advised all J15 lines of business will now be included in future publications.
- CGS Medicare App
 - Group polled to see how many had downloaded the app. 89% of the group indicated they had not downloaded the app. One concern was the inability to download apps on their work devices. Feedback received also indicated they'd like to see more useable resources related to home health such as the Quick Resource Tools (QRTs) and self-service options. Merri informed the group of an issue not allowing her to view and click accept on the disclaimer that pops up when you open the app. This has been reported and is a known system issue that is being worked on.
- Level 2 Appeals via myCGS Enhancement
 - myCGS may now be used to submit level 2 appeals, Reconsiderations. These level 2 appeals will continue to be facilitated by the Qualified Independent Contractor (QIC). Nykesha advised this enhancement appears to be underutilized. The group stated they're not seeing a lot of level 2 appeals at this time. Cari also mentioned encouraging providers to take advantage of the Part A East (PAE) Demo when offered. Additional PAE info is available on our website, <https://www.cgsmedicare.com/hhh/appeals/demo.html>.
- Claim Submission Errors (CSEs), <https://www.cgsmedicare.com/hhh/education/materials/cses.html>
 - 38107 – Home Health: FISS Can't Match Claim Billed to Processed RAP – In March, the group was asked to come up with pain points and innovate ways of assisting providers to lower their occurrences with this CSE/reason code. The group conveyed difficulties with this assignment due to there being a broad variety of reasons for seeing this reason code. One suggestion was to work more with the clearinghouses since a lot of agencies turn over billing to such entities.

Future Tasks

- Review of Upcoming Educational Material
 - Group will be asked to review upcoming presentation material.
- Review Home Health Frequently Asked Questions (FAQs) categories and be prepared to share feedback on revisions, additions, or deletions to these specific categories, https://cgsmedicare.com/medicare_dynamic/wrkshp/pr/hhh_report/hhh_report.aspx.
- Identify Collaboration Opportunities
 - As the year progresses and based on industry feedback, please identify and share collaboration opportunities for education/outreach.
 - Please continue to attend, provide feedback and suggest future topics, https://cgsmedicare.com/medicare_dynamic/wrkshp/pr/hhh_report/hhh_report.aspx.

CGS Data Analysis

- The group reviewed the top CSEs, Medical Review denials, as well as top telephone inquiries received by our Provider Contact Center (PCC).

CGS Advisory Group Next Meeting Dates

- **Home Health:** December 8, 2020 (web conference)