

# ADVISORY GROUP MEETING MINUTES

**Meeting date and time:** July 20, 2021, 1:00 p.m. CT  
**Facilitator:** Angie Cooper, JC POE Sr. Analyst  
**CGS Representatives:** Rachel Sinclair, Cheryl Haynes, Tausha Duncan, Lisa Addison, Kathryn Torro, Denise Winsock  
**Advisory Group Members:** Amanda Culler, Natalia Gonzalez, Kaitlin Nacarato, Jen Schwindt

## Agenda

- I. Welcome and Introductions
- II. Sharing CGS Feedback
- III. myCGS Updates
- IV. Voice Recognition
- V. LCD Update for Glucose Monitors
- VI. Philips Respironics Recall
- VII. Follow up from April Meeting
- VIII. POE Educational Activities
- IX. Feedback and Suggestions/Open Discussion
- X. Upcoming Meeting Dates

### I. Welcome and Introductions

Angie welcomed the group to the meeting, introduced attendees, and reviewed the purpose of the advisory group.

### II. Sharing CGS Feedback

Rachel Sinclair, e-Business Web Content Specialist, shared information about the POE live event surveys, using Google Authenticator for myCGS MFA codes, and feedback on website self-service tools. Rachel requested suggestions on how to improve participation in the surveys and Google Authenticator usage. She also asked for suggestions on how to improve the self-service tools webpage. An advisory group member enthusiastically recommended using Google Authenticator and is happy with it. However, another member was unable to get it to work on her mobile device. Feedback was received about difficulty finding some of the tools on the webpage, and CGS will look for ways to improve visibility with regard to how tools are titled and categorized.

### III. myCGS Updates

Cheryl Haynes, CGS Director, Systems Support, went over the latest myCGS updates. myCGS 7.1.3 updates include an important change to how Multi-Factor Authentication (MFA) text and email codes work for logging into myCGS. MFA codes are now the same for the 12-hour period following your request. If you make an additional MFA request within 12 hours, you will receive the same code.

While you can use text and email MFA, we highly recommend that you use Google Authenticator for INSTANT MFA codes. No waiting! You can download Google Authenticator on your mobile phone or through a website browser. It is by far the fastest and easiest MFA choice.

In addition to the MFA change, myCGS 7.1.3 also includes the following:

- Improvements to the speed of switching from one jurisdiction to another and switching from one NPI/PTAN to another
- Improvements to the ADR Detail screen, allowing you to view Reprocessing data directly on the ADR screen
- Updates to the myCGS “splash” page (the page before you log in)

Suggestions for additional changes were discussed, and Cheryl shared that the items suggested were already planned for future updates.

### IV. Voice Recognition

Angie requested feedback on use of the voice recognition feature for providing the patient’s MBI on the CSR line. She advised users to speak in a normal cadence, not overly enunciating the letters and numbers or slowing their speech. One member said she found the voice recognition feature easy to use and did not experience any difficulties.

### V. LCD Update for Glucose Monitors (CGMs), Effective July 18, 2021

Crissy Hill requested a discussion of the updates to the Glucose Monitors LCD regarding CGM coverage, but she was not in attendance. Angie shared that a webinar will be conducted on September 16, followed by a LiveLine Plus webinar on September 17. None of the members in attendance had any feedback or comments.

### VI. Phillips Respironics Recall

Angie shared the DME Joint Publication FAQs with the group and received no questions or comments.

### VII. Follow Up from April Meeting

Angie shared that CR modifier information is being implemented in applicable webinars.

### VIII. POE Educational Activities

Angie shared information about Encore Events and how to complete the survey. Registration for the August 5 Ask the Contractor Teleconference (ACT) is open. She also provided an update on the DME CERT Outreach and Education Task Force, upcoming plans for a webinar in November, and plans for A/B DME collaboration

webinars. The A/B MACs are promoting a PAP webinar for treating practitioners and referral sources on August 24, which will be followed by a national DME supplier webinar on August 31. An attendee asked about when in-person events would resume. Angie responded that CGS cannot conduct or attend in-person events at this time due to the public health emergency.

## IX. Feedback and Suggestions/Open Discussion

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Angie announced quarterly survey requirement for POE AG members and asked if there were any barriers to participating in the general education survey. Cheryl also made an announcement of upcoming myCGS updates and asked members to be prepared to bring ideas on improvements to eligibility information to the next meeting.

## X. Upcoming Meeting Dates

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The next meeting will be held on December 7, 2021. Angie asked for suggestions for scheduling 2022 meetings, including optimal days of the week and times of the month.

The meeting was adjourned.