

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: March 8, 2022

Facilitator: Curtis McFadden and Patsy Schwenk

ATTENDANCE/ROLL CALL

Attendees:

- Jane Arnold
- Todd Baker
- Gloria Beazley
- Heather Clark
- Janet Creason
- Stacy Diehl
- David Dillahunt
- Karen Downing
- Daniel Eichelberger
- Debbie Emmons
- Dexter Glasgow
- Jann Gravina
- Kendra Hardrick
- Jenn Hansel
- Luci Hendrickson
- Nancy Horn
- Phil Horn
- Cody Hunt
- Jen Johns
- Wayne Johnson
- Robert Kaliszewski
- Jennifer Kelley
- Amanda Kert
- Laura Martucci
- Tammy May
- Dottie Mudd
- Ilah Naudasher
- Deepa Patel
- Roxanne Poe
- Mick Polo
- Jean Pryor
- Melody Rice
- Georgetta Richardson
- Kelly Rupard
- Amanda Selman
- Max Shipley
- Stacey Singer
- Kelly Stahl
- Yakiesha Stiggers
- Valerie Tapia
- Lisa Trost
- Frances Voll
- Deborah Walton
- Berni Willis
- Sandy Young

CGS Staff:

- Juan Lumpkin
- Annie Scriven
- Towanna Tripp
- 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 Member Introductions

Member Introductions

This being the first meeting of the new year, the POE AG members and CGS staff introduced themselves to the group. New members expressed excitement for being selected while previous members stated the benefits of being part of the advisory group in the past which included insight of issues from other providers, to being able to give direct feedback on education offered and education topics.

POE AG Meeting Expectations/Agenda Items

Advisory Group Meetings

The group was informed that in 2022 the advisory group will only meet three times. This is a change from four meetings in 2021. The meeting dates are on the CGS website under the POE Advisory Group section.

Member Call for Agenda Items

Before every meeting, members will receive an email asking them for agenda items. These items are for education topics, and not specific claim issues. These items will be reviewed, researched, and added to the agenda for discussion during meeting.

Current Tasks

Feedback on Education Provided Through March 7, 2022

Members gave feedback on both Part A and Part B education offerings provided before the meetings. Feedback for Part A education included high praises for the DDE and When To Do What webinars. The Part B education praised included the Customer Service Frequently Asked Questions webinar. CGS staff reminded members of the Go to Stage Page where all webinars are stored and can be viewed at anytime as a reminder or if the member missed when first offered. <https://www.gotostage.com/channel/j15education>

2022 In Person Event

POE staff asked the POE AG members to attend the in-person event in April. This is CGS' first in-person event in over two years. This event is in-person only and has not virtual platform. Registration for the event is found on the CGS website. <https://cvent.me/kkdLyo>

CGS also asked for vendor suggestions. Members were told to email suggestions to the Part A and/or Part B email education mailboxes.

Future Tasks

In-Public Event Attendance

CGS staff asked advisory group members to attend in-person events if possible. Multiple attendees from facilities/groups are eligible for discounts. <https://cvent.me/kkdLyo>

Education Offerings

CGS staff asked advisory group members to attend as many educational offerings (webinars, ACTs, etc.) as possible. It is asked that members attend to be able to give feedback during the next meeting.

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

Preferred Education Methods

CGS staff requested feedback from members on preferred education methods. Most members still agreed that webinars and in-person seminars are the best form of presenting education. One comment that was made is that more detailed examples on more tedious topics would make material shared more effective. Also, short videos for certain topics were recommended.

Social Media Discussion

Members need to review the CGS social media and come prepared to discuss at the June meeting. <https://www.cgsmedicare.com/socialmedia/index.html>

CGS Online Education Center

The question was presented to the group if they were familiar with the Online Education Center. It was requested that members sign up and review the courses that deal with their particular line of business to give feed back during the June meeting. https://cgsmedicare.com/medicare_dynamic/education/education/001.aspx

Joint Open Discussion

A member suggested a POE AG collaboration/partner meeting be formed for the purposes of sharing industry best practices. CGS will discuss the idea and share feedback at the June meeting.

Break Out Sessions

Break Out Sessions were done so individual lines of businesses could discuss topic specific to them.

- Part A The topic of discussion during Part A's session was what pain points do facilities face when dealing with overlap issues. This topic has been an area of focus during this calendar year. Highlights from the discussion included:

- Disputes between hospitals and skilled nursing facilities
- Discharge statuses billed incorrectly
- LOA and/or discharges bill incorrectly
- Dispute Form process not fully beneficial

This information is being reviewed to update future overlap education.

- Part B: Members were provided with an overview of upcoming sessions Part B would like to provide in CY 2022

- Top Denials
- Top PCC Calls
- myCGS Web Portal enhancements

Members were asked if there were any topics they would like to have in CY 2022

- Request for preventive services training for physicians and practitioners
- Request for identifying documentation requirements and resources
- An overview of myCGS web portal for locating written notifications from the MAC once a decision has been made
- Two-day ambulance Round Table scheduled for May 18 & 19th (Cleveland and Cincinnati)
- A KY member will find locations in state for KY Ambulance Round Table

Members were also offered the opportunity to request meetings with the Provider Outreach and Education Team.

CALENDAR OF EVENTS

Part A Calendar of Events

https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/parta_report/parta_report.aspx

Part B Calendar of Events

https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report/partb_report.aspx

ADJOURN
