

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: June 9, 2022

Facilitator: Curtis McFadden and Patsy Schwenk

ATTENDANCE/ROLL CALL

Attendees:

- Jane Arnold
- Todd Baker
- Heather Clark
- Stacy Diehl
- Daniel Eichelberger
- Angela Franketti
- Jann Gravina
- Kendra Hardrick
- Jenn Hansel
- Luci Hendrickson
- Phil Horn
- Cody Hunt
- Wayne Johnson
- Robert Kaliszewski
- Kelly Martinell
- Tammy May
- Dottie Mudd
- Roxanne Poe
- Kelly Stahl
- Yakiesha Stiggers
- Valerie Tapia
- Deborah Walton
- Berni Willis

CGS Staff:

- Carey Fugate
- Juan Lumpkin
- 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

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 June 8, 2022

Members gave feedback on both Part A and Part B education offerings provided before the meeting. Feedback for Part A education included a great response to CGS's first in-person meeting in over two calendar years, Passport to Medicare. This event was held in Columbus Ohio on April 6th and 7th. Providers stated selected topics were great selections and information shared was well put together. One highlight mentioned was the registration/sign in process and the use of an app throughout the event. Members were also asked going forward which one is more manageable: a 1 or a 2-day conference. Most members stated one day is easier to plan for if some information between days is being repeated. This information will be used in planning the upcoming Roadshows and for other in person events in years to come. Members spoke highly of the DDE, myCGS, and Part A Self Service Tools webinars.

2022/23 In Person Events

POE staff asked the POE AG members about locations for in Kentucky for an in-person event in November. Locations were discussed to make sure if multiple days were done, that the locations are not too close together. Members in the KY area are attempting to secure a location in Louisville. Also, CGS informed members of the upcoming February 27 and 28, 2023 CGS Impact Conference in Nashville, TN. This is an all CGS conference that will include: A&B, HHH and DME POE presentations. Members can RSVP to attend here: <https://cvent.me/38W1DZ>. Members were told to email additional suggestions to the Part A and/or Part B email education mailboxes.

Preferred Educational Methods

CGS Provider Education and Outreach staff started a discussion about educational methods. One member stated they liked in-person events. Another member added in-person are good depending on the topic. Other comments include recorded events are great for new hires allowing them to watch various ones when new to facility/group.

Social Media Discussion

Some members stated they do use CGS' social media platforms for information about educational events. During the conversation, it was stated the new YouTube videos that were displayed at the April in-person event looked great. Members stated more YouTube videos on other topics would be beneficial. However, some members stated they are not allowed to look at any social media links during work hours, so it is not beneficial for them.

Social Media Links: <https://www.cgsmedicare.com/socialmedia/index.html>

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 when the event has a cost to attend.

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

CGS App

Members were asked to review the CGS app and be prepared to discuss during next meeting.

Educational Topics

A member suggested a POE provider education on the following topics:

- Submitting Part A Reopenings when MSP status is reversed
- Ambulance Prior Authorization

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)

UPCOMING 2022 MEETING DATES

September 7, 2022

ADJOURN
