

The minutes below are a summary of the CGS Advisory Group meeting topics, group discussion, actions, and outcomes as a result of this meeting.

MEETING DETAILS

- Date:** July 9, 2024
- Facilitator:** Ariel Taylor, Sr. Provider Relations Representative & Nykesha Scales, CGS J15 POE Manager
- Attendees:** 26 state/national association representatives alongside CGS and CMS

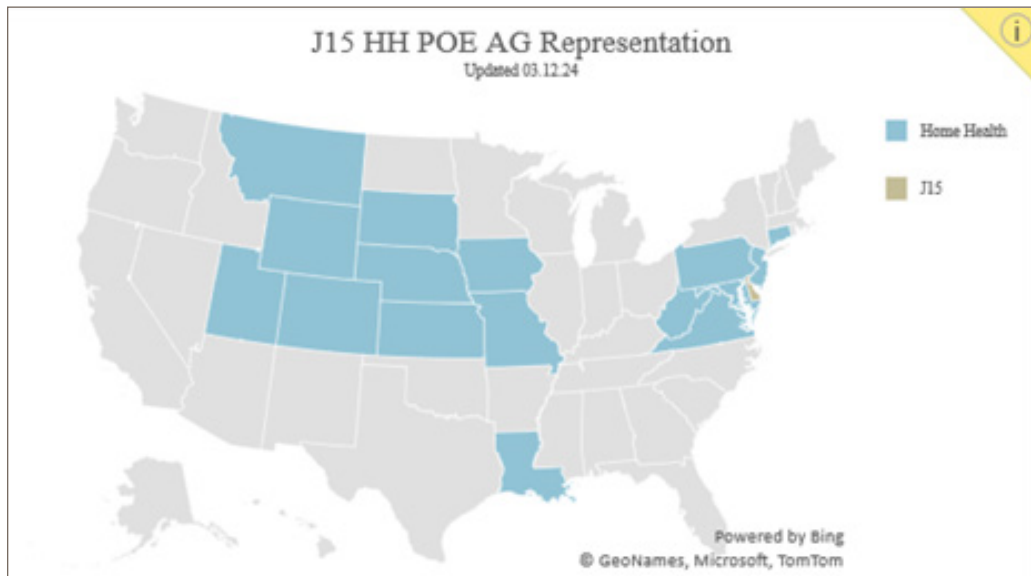
AGENDA ITEMS

Welcome/Purpose

- The primary function of the Advisory Group (CMS Manual link for review: <https://www.cms.gov/regulations-and-guidance/guidance/manuals/downloads/com109c06.pdf>) 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.
 - Jurisdiction 15 Home Health & Hospice Provider Outreach and Education (POE) Advisory Group (https://www.cgsmedicare.com/hhh/education/advisory_groups.html) – Houses manual, covenant, group member list (updating after 2024 Membership Drive), meeting dates, past minutes
 - Provider Outreach & Education (POE) Advisory Group (AG) Covenant (Home Health & Hospice) (https://www.cgsmedicare.com/hhh/education/pdf/hhh_poe_ag_covenant.pdf) – Covenant reviewed and discussed to cover responsibilities of membership as outlined.

Follow-Up Items from Previous AG Meeting

2024 POE AG Membership Drive



- Increased from 23 to **35 state/national association representatives!**
 - Any remaining prospective members or new nominations, please send completed membership form to J15_HHH_Education@cgsadmin.com. Members also asked to ensure membership delegation information is correct on the POE AG webpage.
- CGS Webinar Platform Feedback (<https://web.cvent.com/event/a64b8e73-c925-4e3f-a190-8d61ecdd86f8/regProcessStep1>) SIGN UP TODAY!
 - No comments or recommendations from the group.
- Reminded members that there will be a combined HH&H POE AG Meeting October 15th, 2024, via Microsoft Teams.

Current Tasks

Targeted Probe & Educate (TPE)

- Some members reported they are getting results faster. However, it's taking a while to get to the next round. AG reminded to email to the Medical Review TPE Mailbox for specific questions concerning TPE, J15HHPROBEANDEDUCATION@CGSADMIN.COM.

KEEP, START, or CHANGE Roundtable

- **myCGS:** Members commented the portal works great.
- **Website:** AG members echoed that CGS is a preferred site and providers are often directed to the website. Suggestion made to keep the tools we have, and the group is fond of the user-friendly navigation and easy to understand content.
- **Provider Contact Center:** No feedback.
- **Education:** Recommendation to include education concerning the Change of Ownership rule that now applies to hospice.

Suggested Topics

- **Recovery Auditor Contractor (RAC) Webinar Clarification:** During a recent partner webinar between CGS and Performant, it was mentioned by the RA that recent RAC denials surround timely initiation of care. This is a condition of participation and historically has never been viewed as a condition of payment. This has been shared with the RAC after CGS received several inquiries. The RAC is working with CMS on this matter. Information will be shared as it becomes available. The group suggested adding a clarification to the previous event. If this is not a possibility, we've asked the RAC to provide an update if available on the next event scheduled for July 30th. Group advised this is not a CGS matter but a RAC matter.
- **Change in Certifying Physician (FAQ update and related article):** Group asked about recent discussions on this topic and an article that another Medicare Administrative Contractor (MAC) published. Nykesha advised the group all the HHH MACs have been working with CMS on this topic and were creating a united article. The article was in the process of being added to the webpage at the time. It has since been published, as well as an update to a related frequently asked question (FAQ). A group member suggested an update to the HH Additional Documentation Request (ADR) checklist.
 - **Article:** <https://cgsmedicare.com/hhh/pubs/news/2024/07/cope159378.html>
 - **FAQ:** https://www.cgsmedicare.com/medicare_dynamic/faqs/faqshhh/display_faqs_j15HHH.aspx?id=115 (Home Health Clinical #14)

Future Tasks

Annual Direct Data Entry (DDE) Recertification

- Ariel advised AG members there is an article with instructions available on the provided link. If you want to continue to have access to DDE, this will need to be completed by 8/31/24. If not completed in time, your DDE access will be terminated. Fax is the only way listed on the form, but users may also mail to J15 - Correspondence, CGS, PO Box 20018, Nashville TN 37202.
 - <https://cgsmedicare.com/hhh/pubs/news/2024/07/cope158856.html>

Review of Upcoming Educational Material

- Monthly Welcome Week for New Providers
- Home Health Focus Topics
- Notes: No feedback

Identify Collaboration Opportunities

- Please identify and share collaboration opportunities for education/outreach.
- Please continue to attend, provide feedback and suggest future topics,
https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/hhh_report/hhh_report.aspx

Customer Experience Survey

- Group reminded to take advantage of surveys when visiting our webpage and/or utilizing resources.
- Customer Experience Page Launch
 - <https://www.cgsmedicare.com/hhh/pubs/reviews.html>



CGS Data Analysis

- The group reviewed the top Claim Submission Errors (CSEs), and Medical Review denials.

CGS Home Health & Hospice Data Analysis: September 2023 – May 2024

CGS Home Health & Hospice Data Analysis: September 2023 – May 2024

Sept 2023-May 2024									
Month	# of HH Claims Submitted	Total # of HH CSEs	HH CSE Error Rate	# of Hospice Claims Submitted	Total # of Hospice CSEs	Hospice CSE Error Rate	# of HH+H Claims Submitted	Total # of HH+H CSEs	HH+H CSE Error Rate
Sep-23	112,210	20,085	17.90%	95,034	11,375	11.97%	207,244	31,460	15.18%
Oct-23	118,827	20,912	17.60%	96,909	11,831	12.21%	215,736	32,743	15.18%
Nov-23	122,753	21,090	17.18%	98,831	12,907	13.06%	221,584	33,997	15.34%
Dec-23	117,093	20,399	17.42%	98,533	11,640	11.81%	215,626	32,039	14.86%
Jan-24	141,097	23,443	16.61%	106,035	13,808	13.02%	247,132	37,251	15.07%
Feb-24	117,334	25,664	21.87%	101,118	12,974	12.83%	218,452	38,638	17.69%
Mar-24	122,366	29,121	23.80%	99,551	16,761	16.84%	221,917	45,882	20.68%
Apr-24	129,167	23,001	17.81%	104,015	10,819	10.40%	233,182	33,820	14.50%
May-24	129,438	25,664	19.83%	106,597	14,319	13.43%	236,035	39,983	16.94%
Total	1,110,285	209,379	18.86%	906,623	116,434	12.84%	2,016,908	325,813	16.15%

Home Health Claim Submission Error (CSE) Data: September 2023 – May 2024

Rank	Reason Code	Billing Error	# Of Errors
#1	U537F	From date on NOA falls w/in an existing HH admission period	30,466
#2	19963	Statement From Date is on or after 01/01/2022 and less than 24 months from claim Admit Date and a matching Home Health NOA cannot be found	24,410
#3	37253	No OASIS assessment found	12,916
#4	U5233	Services w/in HMO Period and no Hospice involvement or services not w/in Hospice period	11,915
#5	38200	Duplicate claim	8,297

Home Health Medical Review (MR) Denial Data: September 2023 – May 2024

Rank	Reason Code	Denial Reason	# Of Denials
#1	5HN18	Skilled nursing services were not medically necessary	190
#2	5HC01	Physician certification was invalid since the required face-to-face encounter was missing/incomplete/untimely	171
#3	5HY01	Medical documentation submitted did not show therapy services were reasonable and necessary and at a level of complexity which requires the skills of a therapist	142
#4	5HC09	Initial certification was missing/incomplete/invalid; therefore, recertification episode is denied	109
#5	56900	Requested medical records were not received within the 45-day time limit	52

CGS ADVISORY GROUP NEXT MEETING DATE

October 15, 2024 – Home Health & Hospice Combined (Microsoft Teams)