

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: December 5, 2023

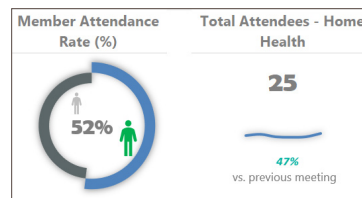
Facilitator: Katie Monzel, CGS Provider Outreach & Education Consultant

Attendees: 25 state/national association representatives alongside CGS and CMS

AGENDA ITEMS

Welcome/Purpose

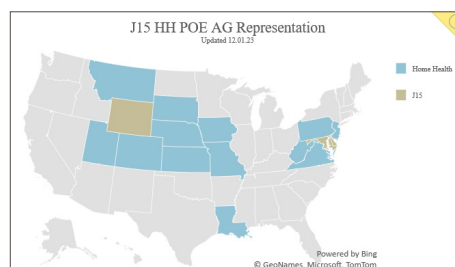
- The primary function of the Advisory Group (CMS Manual link for review: <https://www.cms.gov/regulations-and-guidance/guidance/manuals/downloads/com109c06.pdf>) is to assist the contractor in the creation, implementation, and review of provider education strategies and efforts. The Advisory Group provides 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 and utilization of new internal POE AG Dashboard to monitor key elements including attendance and engagement.



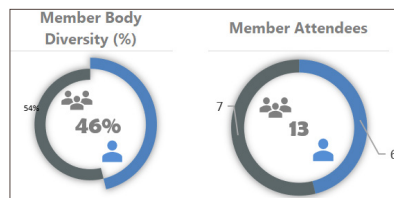
Current Tasks

Current Member Form Completion and 2024 Membership Drive

- Will be releasing article in upcoming January newsletter soliciting feedback and new members – open from January 18th to February 1st – hoping for more individual providers and greater representation of rural areas of J15
- Items from Member Discussion:
 - Marlene Tarshish (NJ) would like annual meeting for clinicians/practitioners/physicians. Currently report back to branches, but feel it would be better for a focused session. CGS provided feedback that provider specific education sessions have been brought up in general educational event feedback and will be in review for the upcoming year.
 - Annette Lee (IA) expressed appreciation of the visuals with the new internal dashboard and inquired if there are states without individual representation. CGS provided feedback that states in tan J15 designation are ones without current individual representation and those gaps are targeted for closure with upcoming 2024 Membership Drive.



- Additional inquiry from Kristen Ada (KS) on what the goal on representation numbers for each state and Debra Grott (CT) on who to contact for interested parties. CGS provided information from internal dashboard to show member body diversity (National/State Associations and Large Chain vs Individual State Representatives



Membership) and the goal to increase the Individual State Representatives in the coming year with up to three individual representatives for each state. Any interested individuals please contact

J15 HHH Education@cgsadmin.com or through the upcoming Membership Drive as new inquiries will be processed at that time.

State Represented	Rep Type	Large Chain	National	State	Grand Total
		Group	Assoc	Assoc	
Row Labels					
Colorado				1	1
Connecticut		1			1
Iowa		1		1	2
Kansas				3	3
Louisiana		1			1
Missouri		2		1	3
Montana		1			1
Nebraska				1	1
New Jersey				1	1
South Dakota				1	1
Utah				1	1
Virginia				1	1
Washington, D.C.			2		2
West Virginia				1	1
Grand Total		6	2	10	23

Targeted Probe & Educate (TPE)

Open discussion was presented for feedback on targeted probe and educate process and questions. Members voiced appreciation for the intra-probe process and collaboration during review but that post-review communication has been challenging. Providers have been waiting for results of

review and have had difficulty getting clarification on status and results. CGS Medical Review Director advised group of significant staffing changes that have impacted the processors and results letters, however departmental changes alongside staffing changes are permitting issues to be caught up and needs addressed for a more efficient workflow in the coming year. TPE process and new CMS directives are currently under review but edits are up and representatives will continue to help with any questions. Currently CGS is pulling 20 claims to help reduce burden and will reach out to providers if any needs arise in their specific TPE process.

CGS Webinar Platform Changes

Earlier this year, webinar platform changed for better participant engagement. Members reminded that participants would need to register and then will be able to add events to their calendars via <https://web.cvent.com/event/a64b8e73-c925-4e3f-a190-8d61ecdd86f8/regProcessStep1>. CGS advised participation is lower on the HHH side than with previous platform and reminded members it's part of their requirements as members to attend educational forums and provide feedback. As a reminder, participants can register if they don't have a PTAN or NPI by simply enter zeroes in these fields to gain access.

NEW Process for 56900 Reopening Requests

(<https://www.cgsmedicare.com/hhh/pubs/news/2023/08/cope143630.html>)

General discussion on the reopening process was had with POE AG members encouraged to share in dissemination of information to appropriate parties. Annette Lee (IA) said she is excited about the new reopening request process and will encourage utilization to help avoid appeals needs when reopenings are appropriate.

WellSky Home Health Claim Primary Diagnosis Coding Issue

(<https://cgsmedicare.com/hhh/pubs/news/2023/11/cope147364.html>)

CGS informed members of article development and collaboration with other MACs to provide guidance:

- WellSky issued letters and reports to their HHA customers affected by this issue. Questions pertaining to the information or reports shared by WellSky should be directed to them.
- CGS is directing HHAs who have identified claims with overpayments or underpayments due to this issue to file a reopening request (type of bill (TOB) XXQ). Please do not use the direction that was provided in WellSky's communications.
- Open Discussion:
 - Debra Grott (CT) this has been a national hot topic with concerns about the volume,

reopening requirements, and providers being concerned this will put them on the radar for triggering audits.

- Mary Carr (NAHC) there's provider concern not just for burden of workload to resolve, but also false claims and overpayment. The longer the process takes, the more risk and concern for time.
- Annette Lee (IA) asked if CGS can help ease concerns providers have that the issue with Wellsky will bring them under TPE with CGS. CGS Medical Review Director confirmed the current TPE edits are specific to CMS directives and data analysis and is a separate issue from Wellsky. the involvement in Wellsky does not 'raise flags' within CGS medical review.
- Marlene Tarshish (NJ) requested confirmation if the 20 case pull for TPE with CGS will be ongoing or just for specific edits/rounds. CGS Medical Review Director confirmed 20 case pull is currently ongoing for new TPE and is not round/edit specific.

Other Topics Discussed

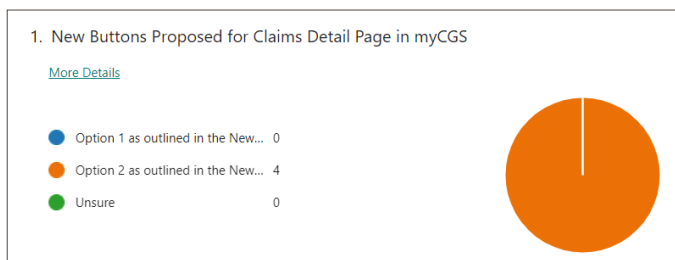
- Home Health Prospective Payment System Rate Update Pub. 2023-11-13: <https://www.cms.gov/medicare/medicare-fee-service-payment/homehealthpps/home-health-prospective-payment-system/cms-1780-f>
- January 2024 Release "Dark Days" (<https://cgsmedicare.com/hhh/pubs/news/2023/11/cope147320.html>)
- Combined Home Health and Hospice POE AG Meeting for October 15th 2024.

KEEP, START, or CHANGE Roundtable

myCGS:

- myCGS Focus Group Refresh coming in 2024. Interested parties would be asked to periodically review the portal refresh material and possibly meet to discuss the look and feel of the refresh. Please email

J15_HHH_Education@cgsadmin.com subject line "2024 myCGS Focus Group" to request involvement. AG members were requested to provide feedback concerning view of buttons within the myCGS Claims Detail Page, this is where the new button for reopenings will be displayed. Four responders indicated a selection of option two and this information was shared with appropriate internal CGS departments.



Website:

- Members encouraged to continue utilizing CGSMedicare.com and providing feedback via website surveys to identify areas of opportunity for enhancement.

Call Center:

- Kelly Dennis (IA) indicated difficulty when they call into the Provider Contact Center (PCC) with difficulty in escalating issues and being transferred to different departments. CGS will discuss the concern with PCC but reiterated the escalation process in requesting a tier 2 may require a call back for resolution.

Education:

- Irina Gorovaya (CO) requested educational material covering disposable wound pressure therapy and home infusion therapy for providers in the coming year and thinks varying levels from beginner to expert would be beneficial.

Future Tasks

Review of Upcoming Educational Material

Group reminded to register for and attend upcoming forums and encourage other staff as well.

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.
- Survey responses at the end of webinars are very low; group members expressed they are suffering from survey overload but will do better. Suggestion made to only offer certificate of attendance if survey is completed, also add link and QR code to slide that discusses survey.

myCGS Portal Enhancements

Still working on strategy to increase new users and utilization. Latest enhancements include the new reopening process.

CGS Data Analysis

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

CGS ADVISORY GROUP NEXT MEETING DATE

March 5, 2024 — Home Health (via Microsoft Teams)