

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: December 8, 2020
Facilitator: Nykesha Scales, CGS Provider Outreach & Education
Attendees: 23 state/national association representatives

AGENDA ITEMS

Welcome/Purpose

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 Provider Contact Center (PCC) to disseminate information to providers.

Annette Lee, representing Iowa Healthcare Association, was welcomed to the advisory group as our newest member.

POE AG Recommendations

- **myCGS Enhancements, Juan Lumpkin (Part B POE)** – Juan shared exciting news with AG members concerning Account Linking which is now available within the CGS online web portal, myCGS. Account Linking allows myCGS users to combine multiple User IDs under one Master (default) ID. From the new Master ID, users may select one of their linked accounts to perform functions available under that PTAN/NPI. Juan discussed the steps to complete Account Linking as well as how to find the instructions and updated myCGS User Manual.
 - Please be aware that our Durable Medical Equipment (DME) contracts (JB/JC) also have a myCGS portal that is different from the J15 myCGS portal. Please remind users to make sure they are on the correct myCGS portal. The easiest way is to confirm will be making sure the URL to login says “onlineproviderservices”. If they are not on the correct link, users will receive an error for their UserID and password.
- **CY 2021 Home Infusion Therapy (HIT), Mary Carr, NAHC** – Mary reminded the group of upcoming changes and the carveout benefit that will be implemented January 1, 2021, concerning HIT. Mary stressed the importance of providers having a transition plan for this implementation. Mary’s update prompted excellent discussion and related questions. The group recommended publishing an article on a recurring basis reminding providers of this implementation and the implications to their agencies. CGS, in collaboration with Palmetto and NGS, has drafted and issued the article, <https://www.cgsmedicare.com/hhh/pubs/news/2020/12/cope19852.html>. Juan advised the group, Part B POE was conducting a webinar and encouraged them to attend. The recording to this event is now available, <https://register.gotowebinar.com/recording/6100691255777631500>.
- **CY2021 Home Health Prospective Payment System Rate Update, (CMS-1730-F)** at <https://www.cms.gov/medicare/medicare-fee-service-payment/homehealthppshome-health-prospective-payment-system-regulations/cms-1730-f> – The group expressed concerns with the upcoming No Pay RAP changes. Nykesha advised several webinars were planned

and one was conducted in November with great participation and lots of great questions. In terms of questions and answers (Q&As), Merri indicated she couldn't find any posted to our website. CGS is collaborating with the other HHH MACs to compile and draft a Q&A publication concerning the upcoming RAP changes with the most commonly asked questions. Additionally, the AG suggested creating a one pager outlining major changes. This has been developed and posted to the Home Health Patient-Driven Groupings Model Webpage, https://www.cgsmedicare.com/hhh/education/materials/pdf/j15_rap_changes.pdf.

- **COVID-19 Catch-Up** – AG members discussed ongoing COVID-19 concerns such as the regulation added by the CARES ACT which allows various non-physician practitioners to order, certify, re-certify and draft the plan of care (POC) for home health services not working for all states because of limited scope of practice/state laws prohibiting such care from said providers. The group also suggested the development of telehealth related FAQs. This suggestion is under consideration. There were also concerns raised about Additional Documentation Requests (ADRs) being issued during the pandemic. Nykesha reminded the group, currently the only ADRs being issued are related to Postpayment Review and showed them how to find information available on our website, https://www.cgsmedicare.com/hhh/medreview/pr_review.html. Annette posed a question concerning the threshold of ADRs that could be sent to an agency. Our Medical Review Manager, Sharon Clark, offered the following response:
 - At this time, the threshold is not public information. There is really no increase in our reviews. The issue is that some providers are now seeing review activity under service specific reviews they were not experiencing under targeted probe and education review activity. The actual number of claims reviewed this year is significantly less than in previous years.
 - As CGS has always historically done, we will be publishing quarterly review results with top errors and educational information.
 - We are mindful of the impact of the pandemic and minimizing number of claim reviews to ensure reduced provider burden.
 - Please see CMS document released in July: <https://www.cms.gov/files/document/provider-burden-relief-faqs.pdf>.
 - See also, CMS notice: https://www.cms.gov/outreach-and-education/outreachffsprovpartp/rogprovider-partnership-email-archive/2020-08-06-mlnc#_Toc47449031.

Current Tasks

- **Feedback on Last Quarter Education** – Several group members commented they did listen to webinars and were pleased with the content and delivery. The “Let’s RAP” event received great feedback. Nykesha advised this webinar will be offered via recording on December 22, 2020.
- **Frequently Asked Questions (FAQ) Review** – https://www.cgsmedicare.com/medicare_dynamic/faqs/faqshhh/j15hhh.aspx – AG members questioned if an archived category could be added for Q&As no longer active but useful for aged billing. CGS decided this would not be feasible as these questions will require the same level of review as active questions and may confuse current billing regulations/guidelines. Better categorization and improved titles of FAQ categories were also suggested. These process improvements will be initiated during the current December website/FAQ review. Merri mentioned the claim correction FAQs were not helpful to providers who use software vendors. Those providers should seek guidance from their vendors, but this feedback will be useful in our collaboration efforts with such vendors.
- **CGS Chat Feature** – Aaron questioned if CGS has considered adding a Chat feature to their website or the myCGS portal similar to Palmetto’s offerings. Nykesha advised CGS has been considering a Chat feature and she will check with management to see where we are in the process. This offering is still under consideration.

Future Tasks**Review of Upcoming Educational Material**

Group will be asked to review upcoming presentation material.

Identify Collaboration Opportunities

- As 2021 progresses and based on industry feedback, please identify and share collaboration opportunities for education/outreach.
- Please continue to attend, provide feedback and suggest future topics, https://cgsmedicare.com/medicare_dynamic/wrkshp/pr/hhh_report/hhh_report.aspx.

Customer Experience Survey

Please remember when visiting the CGS website to take advantage of the opportunity to provide feedback when the periodic Customer Experience Survey pops up. Every word is reviewed by our CGS POE staff to ensure your experience is the best it can be.

CGS Data Analysis

The group reviewed the top CSEs, Medical Review denials, as well as top telephone inquiries received by our Provider Contact Center (PCC).

CGS Advisory Group Next Meeting Date

March 9, 2021 (Web Conference)