

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:** October 15, 2024  
**Facilitator:** Ariel Taylor, Sr. Provider Relations Representative & Nykesha Scales, CGS J15 POE Manager  
**Attendees:** 44 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](https://www.cgsmedicare.com/hhh/education/advisory_groups.html)) – Houses manual, covenant, group member list (updating after 2024 Membership Drive), meeting dates, past minutes. New members recognized and welcomed.
  - Provider Outreach & Education (POE) Advisory Group (AG) Covenant (Home Health & Hospice) ([https://www.cgsmedicare.com/hhh/education/pdf/hhh\\_poe\\_ag\\_covenant.pdf](https://www.cgsmedicare.com/hhh/education/pdf/hhh_poe_ag_covenant.pdf)) – Covenant reviewed and discussed to cover responsibilities of membership as outlined.

### Previous Meeting Follow-Up Items

- **Membership Drive:** 2024 POE AG Membership Drive Closed as CGS has completed most recent recruitment drive. The recruitment drive happens every two years. If there are any changes to your information or approved delegates, please let us know so that we can update the list on the POE AG page of the CGS website.
- **CGS Webinar Platform Changes:** AG members apprised of transition from Attendee Hub to Webinar within CVENT platform. Ariel provided a demo to highlight Webinar's registration process, which is more streamline than the previous process via Attendee Hub. The CGS Check-in event was used as an example. Group members were asked if they attended the "What's new with My CGS" webinar in September as this was our pilot event using Webinar. No group members attended, so there was no feedback shared. However, group members shared user experience issues concerning the following while attempting to access events in Attendee Hub:
  - No ease of access such as having to log in, wait for a verification code and then select event
  - Inability to find different modalities within the platform i.e., live, recorded, on-demand, polls, lecture
  - No transcript of sessions attended
  - Unfriendly filtering process within CVENT

The recommendation based on this feedback is the need for CVENT platform education. Nykesha advised the group this is already in the works and will be available soon.

## Current Tasks

### Targeted Probe & Educate (TPE) – What are POE AG Members seeing?

**Q:** One AG member asked about the hospice TPE edit for long length of stay, if length of stay falls within window to be selected for review, for rare occasions when patients go beyond window. What would the edit look at?

**A:** The CGS HHH TPE Educator advised these patients are going to fall off after those 315-515 days, so they aren't going to get picked up unless it's within that edit. Like with home health edits, claims will only be selected for very specific diagnosis codes.

Another group member added more than one hospice agency that has been subject to TPE had denials appealed and when they get to QIC, received denials for the same reason but when it gets to ALJ, it gets overturned. Those overturned items aren't looked at to remove them from the next round. Nykesha responded that CGS can't speak to if the claims are denied correctly or not because they were handled by other entities who may have received additional information and the situation could have changed. Kristi (CGS TPE HHH Educator) advised all reviews are done based on the Local Coverage Determination (LCD) guidelines as well as medical record documentation and echoed that CGS cannot really speak to why they are overturned at other levels of appeal. Those with concerns were encouraged to reach out to the TPE mailbox ([J15HHPROBEANDEDUCATION@CGSADMIN.COM](mailto:J15HHPROBEANDEDUCATION@CGSADMIN.COM)) for any questions for additional assistance with specific examples.

**Q:** Are the determination letters at about 60 days?

**A:** Sometimes claims get delayed so it may take a little longer to make sure that we have all of the data we need to get the final results letter.

**Q:** 20 pulls and 6 are denied, half are overturned, do we have a mechanism that will decrease of the denial ratio to prevent them from going into round 2?

**A:** In situations like this please reach out to the TPE Team via the mailbox for review and consideration.

An AG member commented his agencies have been through multiple rounds of TPE and it's up to the providers to communicate via the TPE mailbox. He added the team is always great at responding and assisting. The AG member challenged providers to be more active and part of the process.

**Q:** Is the information provided on the denial a little misleading? The denials are only citing a few things but it's probably a lot more. The denial reason could be a little more detailed.

**A:** Providers may start seeing denials that offer more text to offer more specificity.

### What should we KEEP doing, START doing, or CHANGE what we are doing?

- **myCGS** – Members suggested when we get a letter via email, it would be nice to look at the messages. POE reminded AG members to review the updated Messages section in the myCGS user manual and to let CGS know if this doesn't address those concerns, myCGS User Manual - Messages ([https://www.cgsmedicare.com/mycgs/mycgs\\_user\\_manual\\_messages.html#messages\\_main](https://www.cgsmedicare.com/mycgs/mycgs_user_manual_messages.html#messages_main)). Concerns were shared about not seeing dollar amounts clearly on remittance PDFs. This information was shared with the portal team for consideration as no changes have been made to this functionality.
- **Website** – Members advised they love the website and have some apprehensions about any changes. It was suggested that CGS keep a running inventory list of major website changes. This information was shared with the Communications Manager.
- **Call Center** – One member reported longer response time than usual regarding hospice PECOS enrollment issues when utilizing the tier escalation process. Nykesha advised there are issues across all MACs with this topic and reason code 17729. All HHH MACs are meeting with CMS this week in hopes of getting more clarity and addressing industry issues. The Alliance expressed appreciation for CGS's efforts to resolve the 17729 issues.
- **Education** – One member asked if CGS was planning to provide education on Hospice Outcomes and Patient Evaluation (HOPE). Since this is not a CGS tool, education will be extremely high level, but providers will be kept informed as CMS shares news. Education on revalidation was suggested. POE will coordinate with Provider Enrollment to provide this

type of education. Event scheduled for December 3, 2024, Navigating Provider Enrollment Processes for HH+H Providers (12/3/24) - HOME HEALTH & HOSPICE (<https://web.cvent.com/hub/events/a46b3e65-abf1-423e-afb3-1ea9bdbfd23c/landing?Refid=J15POE>).

### Future Tasks

- **Lessons learned – Annual DDE Recertification:** AG members suggested changing the wording to express the sense of urgency such as, “Don’t disrupt your cashflow” heading and advising billers to send reminders to the agency owners/operators with multiple follow ups ensuring messaging gets to the correct people. Nykesha suggested taking advantage of in person events and asking AG members to record peer-to-peer videos for social media to encourage providers to revalidate and recertify.
- The group was asked to review and register for upcoming educational events as well as identifying collaboration opportunities.

Calendar of Events Home Health & Hospice Education Web page: [https://www.cgsmedicare.com/medicare\\_dynamic/wrkshp/pr/hhh\\_report/hhh\\_report.aspx](https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/hhh_report/hhh_report.aspx)

### CGS Data Analysis

CGS POE staff discussed claim submission errors (CSEs) and Medical Review (MR) denials with the group.

## CGS ADVISORY GROUP NEXT MEETING DATE

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- **Home Health** – March 11, 2025, via Microsoft Teams
- **Hospice** – March 18, 2025, via Microsoft Teams