

*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

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**Date:** March 28, 2023

**Facilitator:** Nykesha Scales, CGS Provider Outreach & Education

**Attendees:** 18 state/national association representatives

## AGENDA ITEMS

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### 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.

### Current Tasks

#### CGS Impact Conference

The CGS IMPACT Conference was held in Nashville, February 27th - 28th and hosted over 350 participants. This all-CGS event included POE teams from all lines of business – DME, Home Health & Hospice, Part A and Part B. The total cost was \$250 to attend the two-day event. Attendance included POE AG members, some who were speakers, and/or their management. Attendees expressed how enjoyable the event was, and that it offered great information. Added feedback included how the application CVENT (<https://www.cvent.com/>) made navigating the event extremely easy. Utilization of the event app was remarkably high at over 98%. Concern that not a lot of billing information for hospital administrators was offered and will be taken into consideration for future events.

#### COVID-19 PHE End

**Fact Sheet: COVID-19 Public Health Emergency Transition Roadmap** (<https://www.hhs.gov/about/news/2023/02/09/fact-sheet-covid-19-public-health-emergency-transition-roadmap.html>) – Members suggested CGS education regarding this topic pertain to what remains vs what will be discontinued when the PHE ends. Katie (NAHC) advised she is working on an educational tool she is willing to share. Other suggestions included reminding providers about technology shifts and start of care provider information. A question was posed concerning infection control and other COVID-19 procedures. Remember to follow state and national guidance and update policies as appropriate for not only COVID-19 but other diseases as well.

#### Webinar Platform Changes

Group informed of new webinar platform and advised to register to stay informed, Calendar of Events - CGS J15 Part A, Part B, and HHH Education (<https://web.cvent.com/event/a64b8e73-c925-4e3f-a190-8d61ecdd86f8/websitePage:41a33394-6c97-4314-96b9-385402ce20d2>).

#### New PCC Requirements

POE staff informed members of the new authentication requirement that will start effective May 1st when calling the Provider Contact Center. To protect the privacy of Medicare beneficiaries and providers, all Medicare Administrative Contractors (MACs), are required to authenticate certain elements before releasing beneficiary-specific information. Claim-specific/eligibility questions require providers to authenticate these elements using the Computer Telephony

Integration (CTI) system. Beginning May 1st, calls that are not properly authenticated via CTI will be transferred back to complete this step. This information was part of our Recent News to all J15 providers. Save Time When Calling the Provider Contact Center (<https://www.cgsmedicare.com/hhh/pubs/news/2023/02/cope134442.html>)

### **What Should We KEEP, Start, and/or Change Doing**

POE Staff opened the floor for discussions on what can be done to be the best MAC for J15 Providers. This included what things we should keep doing as a MAC, what we should start doing that we are not doing, and what are some things we can change. Topics included our web portal, CGS website, POE Education offerings, and our Provider Contact Center (PCC). Ensuring portal resources work, final TPE letter and fully upheld Redetermination notification were portal suggestions, while website recommendations offered were TPE one pager and Medicare Advantage CMS contact. All recommendations will be taken into consideration.

### **Future Tasks**

#### **Review of Upcoming Educational Material**

Reviewed Calendar of Events, including upcoming MAC Summit (Las Vegas) and requested feedback on what POE has been presenting at events and received no suggestions.

#### **Identify Collaboration Opportunities**

Please continue to attend, provide feedback, and suggest future topics as this is part of your role as an AG member: [https://cgsmedicare.com/medicare\\_dynamic/wrkshp/pr/hhh\\_report/hhh\\_report.aspx](https://cgsmedicare.com/medicare_dynamic/wrkshp/pr/hhh_report/hhh_report.aspx).

#### **Customer Experience Survey**

Nykesha advised the group to take advantage of surveys when visiting our education webpage or viewing educational videos.

#### **myCGS Enrollment/News**

AG members asked if they had any portal suggestions or feedback on recent enhancements.

#### **CGS Data Analysis**

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

## **OPEN FORUM**

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2023 Medicare Summit, which is a collaboration amongst the Home Health & Hospice MACs will be hosted in person in Las Vegas, NV in September 2023. Registration will be posted on our websites ASAP (April is the target month). Group members suggested group discounts, full agency access and enticing marketing to boost registration/attendance.

From CGS Appeals Team, reminder about filing Redeterminations timely as well as available resources for Notice of Admission (NOA) since there was a large appeal case that was found unfavorable for these reasons. The following resources were displayed with group members.

**Appeals/Redeterminations:** <https://www.cgsmedicare.com/hhh/appeals/index.html>

**Claims:** <https://www.cgsmedicare.com/hhh/claims/index.html>

## **CGS ADVISORY GROUP NEXT MEETING DATE**

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### **July 18, 2023 (Microsoft Teams)**

This will be a joint meeting with both Home Health and Hospice Advisory Groups.