

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 14, 2025

Facilitator: Ariel Taylor, Sr. Provider Relations Representative & Nykesha Scales,
CGS J15 POE Manager

Attendees: 44 state/national association representatives alongside CGS

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](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

- No items discussed.

Current Tasks

- **Membership Drive:** Attendees were notified that the POE Advisory Group membership recruitment process will start December 1, 2025 – January 15, 2026. If interested, please email: J15_HHH_EDUCATION@cgsadmin.com.
- **Targeted Probe & Educate (TPE) – What are POE AG Members seeing?**
 - Attendees expressed their confusion about why they were selected for TPE and the timeframe for the process to complete when they don't have very many claims. There were also concerns regarding the inability to obtain records after a patient passes away and being selected for TPE when utilization is low.
 - One of the members expressed that they have never experienced any issues with getting intraprobe assistance/education. Kudos were given to the MR team for being really good at responding and assisting, and everyone was encouraged to reach out to the TPE mailbox with their concerns.
- **What should we KEEP doing, START doing, or CHANGE what we are doing?**
 - **myCGS**—Information on the Green Mail changes that are going into effect on 11/3/25 was relayed and the attendees expressed that they liked that the portal messaging is being changed. They appreciated that they will get all their TPE correspondence via the portal because their time will be better spent focusing on patient care.

- **Website**—There was a consensus that the CGS site is preferred over the other MAC's websites.
- **Call Center**—Members had favorable experiences with the call center.
- **Education**—The POE team was celebrated collectively for the educational webinars that the POE team has been providing. However, the HHH Clinical POE Consultant, Angela French, was specifically commended for how superb the education she provided was and there is a lot of excitement about the Home Health and Hospice series that she started. A member encouraged the group to also take advantage of this education.

Future Tasks

- The group was asked to review and register for upcoming educational events as well as identifying collaboration opportunities. Questions regarding the resumption of travel were asked. POE staff advised travel is still not allowed at this time and offered to keep the group posted on any changes as they are made aware.

[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.
- Attendees shared their hopes that the claim submission data percentages will decrease with the new changes to Green Mail.

OPEN DISCUSSION

- There was some discussion regarding the customer service guide addition and how to escalate issues with the Provider Contact Center (PCC) line. There was a question about how long providers should wait for responses from the PCC and what to do if the answer they receive from the representative is incorrect. Nykesha informed the group about the tier/triage process where there are three levels of representatives who can assist with vary types of inquiries.
- Members were given information regarding changes that were made to limit providers to 3 inquiries per 1 PTAN on each call to PCC.
- There was also a discussion about the data analysis that Medical Review was conducting. This analysis revealed some Hospice providers were not appropriately billing continuing care claims. The group was asked to review the following article for awareness and understanding of the improper billing patterns and new edit to prevent future occurrences, <https://cgsmedicare.com/hhh/pubs/news/2025/07/cope182028.html>.

UPCOMING MEETING DATES

- **Home Health**—March 10, 2026, via Microsoft Teams
- **Hospice**—March 17, 2026, via Microsoft Teams

We value your feedback! As a member of the POE Advisory Group, a semi-annual survey is needed from you! Please click the below IMPACT button to share your thoughts about our education!

