

*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:** December 6, 2022

**Facilitator:** Nykesha Scales, CGS Provider Outreach & Education (POE)

**Attendees:** 42 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.

### Follow-Up Items from Previous AG Meetings

#### Physician Billing (Hospice)

Group informed CGS is still in discussion with CMS on this matter. AG members asked for more definitive updates such as next meeting dates and if other Medicare Administrative Contractors (MACs) would be brought into this discussion.

#### Appeal Trends (Both)

Nykesha shared information offered from the Appeals Department which indicates many appeals consist of Medical Review (MR) post pay reviews as well as multi-specialty cases from the integrity contractors (usually Unified Program Integrity Contractors (UPICs) and Supplemental Medical Review Contractors (SMRCs)). Trends are as follows: **Hospice** – The election statement is missing the Quality Improvement Organization (QIO) contact information (Denial: 5PX06/The Notice of Election is invalid because it doesn't meet statutory/regulatory requirements). The overturn rate is probably about 50%; these sometimes have additional denial reasons such as no terminal prognosis of six months or less (5PM01). The unfavorable decisions are almost always upheld if multiple denial reasons. The hospice appeals comprise about a fourth to a third of the regular caseload; however, most of the multi-claim cases we are receiving on appeal, at this time, are hospice. **Home Health** – The face-to-face (FTF) encounter was not related to the primary reason the beneficiary required home health services (5HC01/ The physician certification was invalid since the required face-to-face encounter was missing/ incomplete/untimely.) The overturn rate is less than 20% which is due to multiple denial reasons or no additional FTF documentation is available to submit on appeal.

### Current Tasks

#### New Member

Lynne Kaufmann was welcomed as the new South Dakota representative for the Hospice AG. Lynne will be replacing Carla VanDyke who has served the AG for many years. We wish Carla the best in her future endeavors.

#### myCGS

Juan Lumpkin, CGS J15 POE, joined and informed the group of recent myCGS enhancements and updates they can expect to see soon which included Claim Duplicate and Overlap visibility to help users better identify, correct situations and gain access to the Dispute Request for Assistance process, Fiscal Intermediary Standard System (FISS) Claim Summary

Fields to coincide with information available in FISS including reason codes and additional line-item details, Inpatient Sub Tab, and a New Save Function.

- Group members suggested more education on the Claim Overlap. POE will continue to highlight this feature in the future. The group also expressed concerns over portal inconsistencies such as correspondence received for some functions but not for all. Juan discussed the Greenmail feature, how that works, and we will research other inconsistencies with our portal team.

### Medical Review (MR) Update

Cari Atkinson, J15 HH&H MR Manager, was unable to attend the meeting but sent the following update. The MR team is completing 8-10, post probe, Targeted Probe & Education (TPE) calls per week to get caught up due to staffing changes. A TPE update article outlining provider progress has been drafted and is in process of being uploaded to the website. AG members reminded of current TPE edits and how to locate the MR Activity Log. New staff members are being added to assist with workload. Group members are eager to review TPE success rates across J15.

### Feedback on Recent Education

Group reminded one of their responsibilities as members is to attend educational events and provide feedback. One member provided feedback on recent education attended geared towards new providers and said they really enjoyed the event and mentioned it would be great for seasoned providers as well. Recent education may be accessed from, J15 Provider Education | GoToStage.com (<https://www.gotostage.com/channel/j15education>).

### CGS IMPACT Conference

Group reminded of upcoming CGS Impact Conference which will be held on February 27 – 28, 2023, in Nashville, TN. Demo completed to show members how and where to find information on the agenda and breakout session topics. We have several AG members who will be onsite presenting information. More information available at, Summary - CGS IMPACT Conference (<https://web.cvent.com/event/aea8fd49-497d-4dbc-97da-8166d8e32c3b/summary>). AG members encouraged to share registration information with members to bolster attendance.

### CGS Online Education Discussion

Comments from the last meeting concerning the Home Health FTF course were reviewed, and an update is in progress. Several links are out of date and some reorganization of material is needed.

### Future Tasks

#### Review of Upcoming Educational Material

Reviewed Calendar of Events, including Impact Conference and wanted to ensure no invitation or proposal was missed. Colorado delegates said they would like for CGS to attend their spring conference. This is being considered.

#### Identify Collaboration Opportunities

Please continue to attend, provide feedback, and suggest future topics:  
[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).

#### Customer Experience Survey

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

### CGS Data Analysis

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

## OPEN FORUM

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- The suggestion of an in-person POE AG meeting was discussed for the July 2023 combined session. Locations such as Nashville and Kansas City were suggested. We will continue to research this option and see if it's feasible.
- Based on recommendations from an AG member, we are resharing MLN Matters Special Edition Article SE21003 (<https://www.cms.gov/files/document/se21003.pdf>) concerning New Provider Enrollment Administrative Action Authorities via Listserv and adding to the "News & Publications" tab.

## CGS ADVISORY GROUP NEXT MEETING DATE

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Upcoming meeting dates have been posted to the following page, 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)).