

Provider Outreach & Education (POE) Advisory Group (AG) Covenant

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 PCC to disseminate information to providers.

GOAL

- Reduce CERT error rate through education
- Improve provider clean claims submission
- Enhance the CGS customer experience

MEMBERSHIP

Members consist of:

- Representatives of professional and geographic diversity, including urban and rural providers;
- Representatives of home health and/or hospice specialties or provider institutions in Jurisdiction 15.

RESPONSIBILITY OF MEMBERS

- Share information relating to the selection of topics, types and/or locations for educational forums
- Review and provide feedback on educational materials, CGS communications and other initiatives
- Present ideas and suggestions in order to enhance the CGS Customer Experience
- Disseminate and share educational information with the provider community
- Participate in and provide feedback on a minimum of one educational event per quarter
- Attend a minimum of 2 POE AG Meetings per calendar year
- Actively participate in meetings by completing assignments and contributing to discussion
- Majority of members may not be current member of any other MAC advisory groups
- Actively participate in MAC surveys on a quarterly basis

RESPONSIBILITY OF CGS

- Consider the suggestions and recommendations of the members and implement those deemed feasible, practicable, and in the best interest of the customer.
- Provide feedback on decisions for not implementing or adopting any member suggestions or recommendations
- Solicit and manage membership of POE AG
- Conduct quarterly POE AG meetings in-person or via teleconferencing/webinar platform
- Hold members accountable for active participation in the POE AG
- Produce and distribute agenda and minutes
- Maintain adequate records of the POE AGs proceedings