

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

Date: July 19, 2022

Facilitator: Nykesha Scales & Tanith Heesch, CGS Provider Outreach & Education

Attendees: 34 state/national association representatives

AGENDA ITEMS

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.

POE AG Recommendations

Physician Billing, Tanith provided background and advised CGS is collaborating with CMS to develop educational resources. Group navigated to the Billing Hospice Physician and Nurse Practitioner (NP) and Physician Assistant (PA) Services (Related to Terminal Diagnosis) (Home Health & Hospice) (https://www.cgsmedicare.com/hhh/education/materials/pdf/physician_and_np.pdf) Quick Reference Tool and reviewed pending updates regarding Rural Health Clinic/ Federally Qualified Health Center ({RHC/FQHC}) -suggested by Judi/NHPCO) and medical necessity.

Current Tasks

Welcome Tanith

Tanith Heesch, RN was introduced as the new J15 HHH Senior Provider Education Consultant. Tanith served CGS as a Reviewer/Educator for the CGS Medical Review Department, prior to joining POE, and also has many years of home health and hospice clinical experience.

POE AG Recruitment – Welcome New Members

Melissa Calkins (Hopewest), Nancy Anderson (Amedisys), Peggy Hutson (Aspire), Judi Redona (Montgomery Hospice), and Mary McInnes (Hospice & Palliative Care Network of Maryland) were welcomed and asked to share what they will bring to the group. Nykesha displayed the Jurisdiction 15 Home Health & Hospice Provider Outreach and Education (POE) Advisory Group (https://www.cgsmedicare.com/hhh/education/Advisory_Groups.html) web page with the group and covered the POE AG Covenant to summarize the purpose, goals and responsibilities of members and CGS. Heather (MO) asked when the minutes are posted, is it the member's responsibility to share with their providers/members. Yes, sharing the minutes will help to increase awareness and they are posted on the Advisory Group web page.

Feedback on Recent Education

Group reminded to register and participate on educational forums so they can provide feedback. Also, reminded of the recorded events web page: <https://www.gotostage.com/channel/j15education>. Mary (MD) participated in Value Based Insurance Design (VBID) education but said more elementary education would be helpful. Judi (NHPCO) advised she is working on a VBID 101 presentation and will share it. Theresa (NAHC) urged providers to keep track of

how long it takes for invoices to process as this is an opportunity while in the model to bring to CMS's attention. The group was reminded the processes shouldn't be that different between the Medicare Advantage Organizations (MAOs) and the Medicare Administrative Contractors (MACs), however for plan specifics, providers should be reaching out to the MAOs. The group was polled to see if they've encountered double payments for patients in VBID plans. A few group members advised they have but it appeared to be an issue with the Common Working File (CWF) not being up to date.

CGS Impact Conference

Group informed of upcoming CGS Impact Conference which will be held on February 27 – 28, 2023, in Nashville, TN, and advised we are looking for sponsors and breakout topics. The following topics were suggested: VBID, Physician Billing, Hospice Forecast, Top Medical Review Denials, How to Better Document, Day in the Life of a Reviewer, Noridian, SMRC, CERT and other Contractors, How to Leverage EMR Software from MR Lens, and Targeted Probe & Educate (TPE) Status & Resources. AG members asked about costs and registration caps. All of this information is still under development. Barbara (LHC) suggested allowing registrants to select more than one registration type since many handle multiple lines of business. They want to be able to select breakout sessions from multiple lines of business.

CGS Online Education Discussion

Members were tasked with reviewing online education center courses and letting Nykesha and Tanith know of needed changes or other topics to be added. Hospice Billing courses need to be updated in light of recent policy changes. Group also suggested the following topics: Local Coverage Determination (LCD) Walk-Throughs, VBID, and Physician Face-to-Face Encounter Documentation. Special thank you to Merri (National Billing Services) for sending multiple suggestions for existing courses.

Future Tasks

Review of Upcoming Educational Material

Reviewed Calendar of Events, including MAC Summit (Las Vegas) and requested feedback on what POE has been presenting at events and received no suggestions. Nykesha also mentioned that during the month of June there was a low amount of participation in events as well as the surveys received giving feedback.

Identify Collaboration Opportunities

Kerry (Vitas) asked how much the MAC could educate on Care Compare. Tanith and Nykesha advised this is not a topic the MACs educate on, however, we can look at making CMS education available on our YouTube and other media platforms. Please continue to attend, provide feedback, and suggest future topics: 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 web page or viewing educational videos.

myCGS Enrollment/News

AG members asked if they had any portal suggestions or feedback on recent enhancements. Beth (Noyce Consulting) asked if we could revisit the demo option for non-providers. Nykesha urged members to take advantage of myCGS webinars and videos but will share this concern with the portal team.

CGS Data Analysis

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

- Group asked if number of overturned redeterminations could be shared. After checking with the CGS Appeals Team, this is not something they can provide at this time.
- Is VBID CSE considered a provider error? No, it's not counted against the provider, this is for informational purposes only.

OPEN FORUM

TPE progress was questioned. Tanith advised the number of claims reviewed will be posted under TPE Progress section at a later time.

CGS ADVISORY GROUP NEXT MEETING DATE

December 6, 2022 (Microsoft Teams): This will be a joint meeting with both Home Health and Hospice Advisory Groups.