

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: December 15, 2020
Facilitator: Nykesha Scales, CGS Provider Outreach & Education
Attendees: 25 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.
- Annette Lee, representing Iowa Healthcare Association, was welcomed to the group as our newest member.

POE AG Recommendations

- **myCGS Enhancements, Juan Lumpkin (Part B POE)** – Juan shared exciting news with AG members concerning Account Linking which is now available within the CGS online Web portal, myCGS. Account Linking allows myCGS users to combine multiple User IDs under one Master (default) ID. From the new Master ID, users may select one of their linked accounts to perform functions available under that PTAN/NPI. Juan discussed the steps to complete Account Linking as well as how to find the instructions and updated myCGS User Manual. Judi asked if there was a recommendation for access for those without a PTAN. Juan indicated only providers may access/log into myCGS unless they grant additional users such access.
 - Please be aware that our Durable Medical Equipment (DME) contracts (JB/JC) also have a myCGS portal that is different from the J15 myCGS portal. Please remind users to make sure they are on the correct myCGS portal. The easiest way is to confirm will be making sure the URL to login says “onlineproviderservices”. If they are not on the correct link, users will receive an error for their UserID and password.
- **FY2021 Hospice Payment Rate Update Final Rule (CMS-1733-F)** at <https://www.cms.gov/medicare/medicare-fee-service-payment/hospice/hospice-regulations-and-notices/cms-1733-f> – Nykesha advised the group of education conducted related to the Hospice Final Rule including Webinars, articles and MAC collaborations. The group agreed with Nykesha that questions have reduced but there are still lingering questions about the election statement additions and addendum implementation.
- **Election Statement Additions/Addendum** – AG members recommended a FAQ publication concerning the election statement additions and addendum implementation. This recommendation was shared with NGS and Palmetto, and NGS will take the lead on a FAQ publication development following the collaborative Webinars (12/10/20 & 01/19/21). Katie (NAHC) asked if the collaborative Webinars were being recorded. According to NGS, there are no recordings of these events. Judi (NHPCO) posed questions to the group concerning the following to stimulate discussion.

- **Frequency of the addendum requests:** Beth has heard from some providers they are creating and issuing addendums for all patients. Barbara, Becky and Kerry mentioned they are hearing and seeing about 75-80% issuance rate on day of admission from patient/caregiver. Renee and Becky offered they were seeing a higher volume of requests initially but since has seen the number come down but following guidelines outline by CMS.
- **Who requests are coming from:** Group majority indicated requests are coming from the patient or their representative, not from other providers. Becky stated they are running into signature issues and refusal to sign. Judi, Katie and Nykesha advised the provider's job/role is to get the addendum delivered upon request and document your timeframes (date signature refused, attempted, etc.). There are various delivery options such as email, hardcopy mail, and in person. Judi and Katie said they would continue to convey these issues to CMS. ABN versus addendum and IDG concerns were briefly mentioned.
- **Hospice CAPs** - Judi indicated NHPKO is reviewing MedPAC's recommendation for changing/lowering the CAP amount. Theresa (NAHC) reminded the group there is some end of the year legislation that may have some impact, so more to come.
- **Value-Based Insurance Design (VBID) Model Hospice Component** (<https://www.cgsmedicare.com/hhh/education/materials/vbid.html>) – Nykesha thanked the group for their review and suggested revisions to the VBID Webpage, which has gone live (demo offered). Theresa mentioned she's hearing some software doesn't allow for concurrent billing since providers will have to bill both the MAC and the Medicare Advantage plan this is concerning. Judi also stated the CMMI VBID Team has released info concerning CY2022 and although there are only 9 plans for CY2021 this is something to keep on your radar instead of playing catch up later. Theresa followed that providers should be on the lookout for beneficiaries who may join the MA plans due to other circumstances as well.
- **COVID-19 Catch-Up** - There were also concerns raised about Additional Documentation Requests (ADRs) being issued during the pandemic. Nykesha reminded the group, currently the only ADRs being issued are related to Postpayment Review and showed them how to find information available on our Website, https://www.cgsmedicare.com/hhh/medreview/pr_review.html. Annette posed a question concerning the threshold of ADRs that could be sent to an agency. Our Medical Review Manager, Sharon Clark, offered the following response:
 - At this time, the threshold is not public information. There is really no increase in our reviews. The issue is that some providers are now seeing review activity under service specific reviews they were not experiencing under targeted probe and education review activity. The actual number of claims reviewed this year is significantly less than in previous years.
 - As CGS has always historically done, we will be publishing quarterly review results with top errors and educational information.
 - We are mindful of the impact of the pandemic and minimizing number of claim reviews to ensure reduced provider burden.
 - Please see CMS document released in July: <https://www.cms.gov/files/document/provider-burden-relief-faqs.pdf>.
 - See also, CMS notice: https://www.cms.gov/outreach-and-education/outreachffsprovpartrogprovider-partnership-email-archive/2020-08-06-mlnc#_Toc47449031

Current Tasks

- **Feedback on Last Quarter Education** – Several group members commented they have attended past events. Renee commended Cari for her recent signature Webinar and asked if we can add the handouts to the recorded events. At this time, we are unable to add the actual handouts. However, we've added the following verbiage to the HHH Recorded Events Webpage, "You may request the handout material for the Webinars listed below by sending an email to the J15_HHH_EDUCATION@cgsadmin.com. Include "Webinar

Handout” in the Subject line and include the date and title of the Webinar handout being requested.” Cari thanked the group for feedback offered regarding the PAE Demo materials she forwards on a recurring basis.

- **Frequently Asked Questions (FAQ) Review**, https://www.cgsmedicare.com/medicare_dynamic/faqs/faqshhh/j15hhh.aspx – AG members questioned if an archived category could be added for Q&As no longer active but useful for aged billing. CGS decided this would not be feasible as these questions will require the same level of review as active questions and may confuse current billing regulations/guidelines. Better categorization and improved titles of FAQ categories were also suggested. These process improvements will be initiated during the current December Website/FAQ review. Annette suggested refraining from using Change Request (CR) numbers only in FAQ titles/headers.

Future Tasks

Review of Upcoming Educational Material

Group will be asked to review upcoming presentation material.

Identify Collaboration Opportunities

- As 2021 progresses and based on industry feedback, please identify and share collaboration opportunities for education/outreach.
- Kerry asked if more education could be offered concerning Hospice/Care Compare, Pepper, QAPI. Nykesha indicated it depends as most of these contractors have their own education teams, but we will continue to offer as much as allowed.
- Renee offered suggestions for Hospice Physician Billing FAQs which were incorporated in the December FAQ review.
- 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

- Please remember when visiting the CGS Website to take advantage of the opportunity to provide feedback when the periodic Customer Experience Survey pops up. Every word is reviewed by our CGS POE staff to ensure your experience is the best it can be.
- Becky mentioned some providers were running into issues with myCGS when using Chrome instead of other browsers. A message regarding this has been added to the myCGS status menu, <https://www.cgsmedicare.com/mycgs/status.html>.

CGS Data Analysis

The group reviewed the top CSEs, Medical Review denials, as well as top telephone inquiries received by our Provider Contact Center (PCC).

CGS Advisory Group Next Meeting Dates

March 16, 2020 (Web Conference)