

ADVISORY GROUP MEETING MINUTES

Meeting Date and Time: January 11, 2024, 1:00 p.m. CT

Facilitator: Sarah Barbian, JC POE Sr. Analyst

CGS Representatives: Sarah Barbian, Liliana Hewlett

Advisory Group Members: Brandon Dressen, Sharon Briggman, Thomas Harvill, Crissy Hill, Angela Hollie, Leigh Anne Matthews, Julie Risner, Charles Robinson, Jen Willingham, Jennifer Weather

Agenda

- I. Welcome & Introductions
- II. News & Updates
- III. Website Updates & Feedback
- IV. POE Educational Activities
- V. Feedback & Suggestions/Open Discussion
- VI. Upcoming 2024 Meeting Dates

I. Welcome and Introductions

Sarah welcomed the group to the meeting and reviewed the primary function of the POE AG. Sarah also reminded members to complete the survey every quarter (found on the website). Sarah showed the group where to access the survey and will email the link to all POE AG members following the meeting.

II. News & Updates

Sarah provided the following updates and asked for feedback regarding this education:

- CGS published the following news, articles, and publications:
 - Lymphedema Compression Treatment Items – Correct Coding and Billing:
<https://www.cgsmedicare.com/jc/pubs/news/2023/12/cope147943.html>
 - New Authentication Requirement When Calling the Provider Contact Center – Effective February 1, 2024:
<https://www.cgsmedicare.com/jc/pubs/news/2023/11/cope146616.html>
 - The Standard Documentation Requirements for All Claims Submitted to the DME MACs Policy Article (A55426), applicable Local Coverage Determinations (LCDs), and the JC Supplier Manual, Chapter 3: Supplier Documentation, were updated to reflect new refill requirements effective January 1, 2024.

III. Website Updates & Feedback

Members discussed latest updates for the myCGS Web Portal:

myCGS 8.1 Adds Additional Home Health Information and More!
<https://www.cgsmedicare.com/jc/pubs/news/2023/12/cope147673.html>

myCGS 8.0 Featuring Prior Authorization Smart Submission—Available Now!

<https://www.cgsmedicare.com/jc/pubs/news/2023/10/cope146246.html>

IV. POE Educational Activities

Sarah led discussions on the following activities:

- CGS will hold two new webinars for the first quarter of 2024: Pneumatic Compression Devices & Lymphedema Compression Treatment Items. Since Lymphedema Compression Treatment items are a new benefit, Sarah asked members to share any questions they have prior to the March 2024 webinar.
- Sarah announced that POE revamped the Documentation Part 1, 2, and 3 webinars based on MCE feedback. POE will schedule these webinars monthly. She shared the new webinar agendas and asked members to provide feedback from these webinars if they attend.
- Sarah asked members to provide topics for upcoming 2024 workshops. Members suggested that sessions include the Continuous Glucose Monitor (CGM) policy and ABNs/upgrades. Members also advised that “real” documentation examples and/or case studies in workshops are effective.
- She asked members for ideas on how to increase MCE surveys. Attendees provided suggestions, including providing an explanation as to how surveys affect contracts and sending out electronic emails, showing how survey feedback has resulted in changes.

V. Feedback & Suggestions/Open Discussion

Sarah discussed past suggestions and resolutions.

- CGS implemented both suggestions attendees provided during the last meeting:
 - Online Education Courses (OECs) now include the recorded date.
 - POE reps are reminding webinar attendees to review promotional packets. POE lists the dates in promotional packet title and on the slides.
- Attendees asked for updates to refill requirement articles, Refill Requirements for Non-consumable Supplies, and checklists based on the new refill requirements. CGS is currently updating checklists and other sources such as FAQs.

VI. Upcoming 2024 Meeting Dates

April 11, 2024

Meeting Adjourned