

# ADVISORY GROUP MEETING MINUTES

**Meeting date and time:** January 12, 2022, 1:00 p.m. CT

**Facilitator:** Angie Cooper, JC POE Sr. Analyst

**CGS Representatives:** Sarah Barbian, David Heller, Liliana Hewlett, Rachel Sinclair, Pat Stephens

**Advisory Group Members:** Tamela Branch, Amanda (Mandy) Culler, Brandon Dressen, Natalia Gonzalez, Michael Hanna, Thomas Harvill, Crissy Hill, Leigh Ann Matthews, Kaitlin Nacarato, Noel Neil

## Agenda

- I. Welcome and Introductions
- II. News & Updates
- III. Comprehensive Error Rate Testing (CERT)
- IV. POE Educational Activities
- V. Website Updates and Feedback
- VI. Feedback and Suggestions/Open Discussion
- VII. 2022 Meeting Dates

### I. Welcome and Introductions

Angie welcomed the group to the meeting and introduced the new members. She did a quick overview of the background and purpose of the advisory group. The primary function of the Jurisdiction C Provider Outreach and Education Advisory Group (POE AG) is to assist us 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 relevant provider education issues and recommends effective means of information distribution to all appropriate providers and their staff. The Advisory Group is used as a provider education consultant resource, to assist our Provider Outreach and Education team in the planning of educational events and activities.

### II. News & Updates

Angie provided the following updates:

- COVID-19 Public Health Emergency (PHE): CMS posts information about renewal of the PHE on the CMS Current Emergencies web page (<https://www.cms.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page>). The JC COVID-19 web page (<https://www.cgsmedicare.com/jc/covid-19.html>) is organized by topic. Attendees were asked for feedback and suggestions on the organization of topics and additional education needed.
- Medicare FFS Claims: 2% Payment Adjustment (Sequestration) Changes for 2022 (<https://www.cgsmedicare.com/jc/pubs/news/2022/01/cope24619a.html>) was posted as a news article

and the latest version of the Jurisdiction C Supplier Manual (<https://www.cgsmedicare.com/jc/pubs/supman/index.html>) is now available.

- MM12521 - Calendar Year 2022 Update for Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Fee Schedule (<https://www.cms.gov/files/document/mm12521-calendar-year-2022-update-durable-medical-equipment-prosthetics-orthotics-and-supplies.pdf>) has been published. Please provide feedback on additional education that may be needed on any of the changes highlighted in the MLN.
- The myCGS Advisory Group is open to new members, and any existing members will need to re-apply. Applications are being accepted until January 21.

Crissy asked about education planned for Final Rule (CMS-1738-F, CMS-1687-F and CMS-5531-F). Angie stated that we would provide education based on instructions from CMS when they are issued.

### III. Comprehensive Error Rate Testing (CERT)

Angie reviewed information available for CERT, including the CID finder tool and links to CMS Comprehensive Error Rate Testing Information, Data and Reports (<https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Improper-Payment-Measurement-Programs/CERT>) and CERT C3HUB website (<https://c3hub.certc.cms.gov/>). She talked about the DME CERT Education Task Force and the 2021 CERT report available. The Task Force is planning for 2 webinars this year, topics to be determined. The 2021 CERT Report was discussed. The overall DMEPOS CERT Improper Payment Rate is 28.64% and is trending down from 2020. One-on-one education about supplier specific CERT errors is available upon request. Education requests should be submitted to: [CGS.JBJC.LearningonDemand@cgsadmin.com](mailto:CGS.JBJC.LearningonDemand@cgsadmin.com)

### IV. POE Educational Activities

The following activities were discussed:

- Medicare Customer Experience Surveys and Feedback: Angie reminded members to take the survey after attending a webinar and to complete the education feedback survey on the website by clicking the "Share Education Feedback" link in the blue box on Education web pages.
- JC Ask the Contractor Teleconference (ACT) is being held on February 17 and is open for registration.
- DMEPOS Education for Prescribers: The A/B DME MAC education workgroup has 4 webinars planned for the year. These are advertised through the A/B MACs since they are intended for the prescribers and they focus on documenting the medical necessity for the DMEPOS being ordered. POE usually schedules a webinar for suppliers on the same subject a day or two before or after. David Heller provided an update on the topics for the 2022 webinars: Orthotics, medical documentation focused on standard written orders, glucose monitors and supplies, and respiratory.

# JURISDICTION C DME MAC ADVISORY GROUP MEETING MINUTES

- Calendar of Events: POE has increased the number of webinars conducted each month and are repeating the more popular webinars more than once a month.
- State Association meetings: Please invite your community coach to state association meetings. Although travel is still on hold, POE is available for virtual presentations over Medicare updates and state-specific CERT errors and resolutions. Education requests should be submitted to: [CGS.JBJC.LearningonDemand@cgsadmin.com](mailto:CGS.JBJC.LearningonDemand@cgsadmin.com). The Provider Outreach Speaker Request Form ([https://cgsmedicare.com/jc/education/pdf/dme\\_speaker\\_request\\_form.pdf](https://cgsmedicare.com/jc/education/pdf/dme_speaker_request_form.pdf)) must be submitted for in-person events where travel is involved.

## V. Website Updates and Feedback

Angie asked the group for feedback about the CGS Wizard ([https://www.cgsmedicare.com/medicare\\_dynamic/jc/mrwizard/denials.aspx](https://www.cgsmedicare.com/medicare_dynamic/jc/mrwizard/denials.aspx)). Everyone agreed it is a useful tool for looking up claim information when you know the claim number. The ADR feature has been disabled and Angie asked for feedback about adding this back. Noel thought it was helpful, but other members stated they use myCGS for looking up pending ADR letters.

Angie shared changes coming soon to how forms, checklists and guidelines are organized on the Forms, Checklists, and Guides/Instructions page (<https://www.cgsmedicare.com/jc/forms/index.html>).

## VI. Feedback and Suggestions/Open Discussion

Brenden suggested additional education is needed on how to document delivery prior to discharge. Angie made a note of this and will follow up on how this education can be enhanced. Delivery documentation is part of the Documentation Requirements Part 3: Refills, Delivery, and ABNs webinar.

Brenden provided feedback that there needs to be an electronic option, other than fax, for sending a request for CGS Connect. Crissy also agreed and stated that it would be used more if it was available in myCGS. Angie will follow up with the myCGS team to see if this is an option being considered for myCGS.

## VII. 2022 Meeting Dates

Angie will send a poll to find out the best dates to meet during 2022.

Meeting adjourned.