

ADVISORY GROUP MEETING MINUTES

Meeting date and time: February 9, 2021, 1:00 - 3:00 p.m. CT

Facilitator: Angie Cooper, JC POE Sr. Analyst

CGS Representatives: Cheryl Haynes, Tracy Sessoms, Rachel Sinclair, Sarah Barbian, David Heller, Lisa Addison, Tausha Duncan

Advisory Group Members: Mary Fisher, Natalia Gonzalez, Crissy Hill, Taylor Knox, Kaitlin Nacarato, Noel Neil, Jen Schwindt, Amanda Culler, Terry McDonald, Valerie Eriole

Agenda

- I. Welcome and Introductions
- II. CGS Website Updates
- III. myCGS Version 7.0
- IV. POE Educational Activities
- V. CERT Update
- VI. Feedback and Suggestions
- VII. 2021 Meeting Dates

I. Welcome and Introductions

Angie welcomed the group and made introductions.

II. CGS Website Updates

Angie introduced Rachel Sinclair, e-Business Web Content Specialist for CGS, and shared the following recent website updates:

- Competitive Bidding Program information page <https://www.cgsmedicare.com/jc/education/cbp.html>
- States applicable to each jurisdiction added to the top of the Web page
- Medical Review Post-Payment Reviews page https://www.cgsmedicare.com/jc/mr/post_payment_reviews.html
- myCGS Login Tips—MFA, Passwords, & More <https://www.cgsmedicare.com/jc/pubs/news/2020/11/cope20339.html>
- Update to CERT information <https://www.cgsmedicare.com/jc/pubs/news/2021/01/cope20215.html>
- Webinars page – provides information and full descriptions of the types of webinars offered <https://www.cgsmedicare.com/jc/education/webinars.html>

The group discussed ways to improve the search results and offered several suggestions.

III. myCGS Updates

Cheryl Haynes and Tracy Sessoms shared plans for the next myCGS update. The next update will simplify password rules and offer new Multi Factor Authentication (MFA) solutions. Information

will be sent via email to myCGS Designated Approvers (DAs) and users and posted to the Web site. The group discussed the best way to disseminate information and Crissy shared that many times the Designated Approvers do not receive the listserv. Cheryl reassured that specific emails will be sent directly to the DA.

IV. POE Educational Activities

Angie provided information about the upcoming Ask the Contractor Teleconference (ACT) for Medicare Updates on February 25, 2021. She also showed the group how to access Encore Webinars on the Web site. The Redeterminations and Reopenings Webinar on February 24 will include a clarification that suppliers must follow the appeals process and submit supporting documentation for minor omissions and clerical errors if the claim was denied as not medically necessary. Noel offered suggestions for updates to the website related to webinars for consideration.

The following Information about collaborations with other contractors was provided:

- National DME CERT Task Force Surgical Dressings Webinar – April 15
- A/B MACs sent “From the Desk of the Medical Director” listservs linking “Caring for Medicare Patients is a Partnership MLN Fact Sheet
- Treating Practitioners and Prescribers DMEPOS Education Web page created <https://www.cgsmedicare.com/jc/education/dme.html>

V. CERT Update

Angie shared DMEPOS Comprehensive Error Rate Testing (CERT) information from the 2020 Medicare Fee-for-Service Supplemental Improper Payment Data report, including state-specific data, top policies, and CGS actions to reduce errors.

VI. Feedback and Suggestions

Crissy offered a suggestion for a new Dear Physician Letter and Noel suggested webinars for Parenteral and Enteral Nutrition. Cheryl requested additional suggestions for future myCGS enhancement. Please use the Feedback option or email Angie with any additional feedback or suggestions.

VII. 2021 Meeting Dates

The meeting was adjourned, and future meeting dates shared:

- April 27, 2021
- July 13, 2021
- December 7, 2021