

ADVISORY GROUP MEETING MINUTES

Meeting date and time: April 27, 2021, 1:00 p.m. CT

Facilitator: Angie Cooper, JC POE Sr. Analyst

CGS Representatives: Rachel Sinclair, Jonathan Bergey, Tausha Duncan, Lisa Addison, Liliana Hewlett, David Heller, Sarah Barbian

Advisory Group Members: Mary Fisher, Thomas Harvill, Crissy Hill, Leigh Anne Matthews, Kaitlin Nacarato, Jen Schwindt

Agenda

- I. Welcome and Introductions
- II. CR Modifier/COVID-19 Education
- III. Reopening & Redetermination Requests via myCGS
- IV. Electronic Mailing List (formerly ListServ)
- V. CGS Website Updates
- VI. POE Webinar Surveys
- VII. POE Educational Activities
- VIII. Feedback and Suggestions/Open Discussion
- IX. 2021 Meeting Dates

I. Welcome and Introductions

Angie welcomed the group and made introductions.

II. CR Modifier/COVID-19 Education

Crissy Hill discussed a recent webinar that she attended and suggested the inclusion of more detailed information pertaining to the use of the CR modifier and COVID-19 waiver information in future webinars.

III. Reopening & Redetermination Requests via myCGS

Angie shared the CGS strategy to promote submitting reopening and redetermination requests through the myCGS Web portal. The following article has been published: *The Best Way to Submit Redetermination and Reopening Requests: the DME myCGS Portal* (<https://www.cgsmedicare.com/jc/pubs/news/2021/04/cope21598.html>).

In addition, an upfront message has been added to the IVR and CSR lines. Crissy shared that this could be promoted as a solution to employees working from home when printing is an issue.

IV. Electronic Mailing List (formerly Listserv)

CGS is promoting the electronic mailing lists by changing the terminology.

V. CGS Website Updates

Angie encouraged members to continue to use the "Feedback" mechanism and to complete the survey when presented. A new web page has been created to share enhancements that were made as a result of survey feedback: Customer Experience Enhancement Updates (https://www.cgsmedicare.com/jc/pubs/enhancements/cust_enhancement_updates.html).

Planned updates to the website were also discussed.

VI. POE Webinar Surveys

Angie shared information about the new survey platform for webinars and live events.

VII. POE Educational Activities

- a. Encore Events (on the CGS website)
- b. Jurisdiction C Ask the Contractor Teleconference (ACT) Medicare Updates – May 27
- c. DME CERT Outreach and Education Task Force
- d. A/B DME Collaboration
- e. Upcoming Webinars

Angie provided information about upcoming webinars and encouraged members to attend and provide feedback. She shared information pertaining to the DME CERT Outreach and Education Task Force and the DME CERT Outreach and Education Task Force web page (<https://www.cgsmedicare.com/jc/claims/cert/taskforce.html>). The task force recently conducted a webinar on surgical dressings, and the presentation will be added to the webpage. There is also an A/B DME collaboration workgroup that plans education for treating practitioners. Webinar presentations are posted to the Treating Practitioners and Prescribers DMEPOS Education web page (<https://www.cgsmedicare.com/jc/education/dme.html>).

VIII. Feedback and Suggestions/Open Discussion

Crissy asked about education pertaining to templates and electronic record systems created by third parties. Angie shared the Program Integrity Manual information, where Medicare guidelines pertaining to medical records are located: *Medicare Program Integrity Manual*, Chapter 3 (<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/pim83c03.pdf>).

IX. 2021 Meeting Dates

- a. July 20, 2021
- b. December 7, 2021