

# ADVISORY GROUP MEETING MINUTES

**Meeting Date and Time:** October 11, 2023, 10:00 a.m. CT

**Facilitator:** Sarah Barbian, JC POE Sr. Analyst

**CGS Representatives:** Lisa Addison, Sarah Barbian, Angie Cooper, Liliana Hewlett

**Advisory Group Members:** Tamela Branch, Brandon Dressen, Sharon Briggman, Dana Douglas, Thomas Harvill, Crissy Hill, Angela Hollie, Noel Neil, 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).

### II. News & Updates

Sarah provided the following updates and asked for feedback about the following new or revised articles:

- “Did You Know the Treating Practitioner Must Conduct and Sign Any Follow Up Visits for Continuous Glucose Monitor (CGM) Coverage: <https://www.cgsmedicare.com/jc/pubs/news/2023/09/cope143638.html>.
- CMS-588 Electronic Funds Transfer (EFT) Authorization Agreement Form Submission – Important Changes Effective August 21, 2023: <https://www.cgsmedicare.com/jc/pubs/news/2023/07/cope142029.html>.
- What to Do if the MBI (Medicare Beneficiary Identifier) Changes: <https://www.cgsmedicare.com/jc/claims/sub/mbichange.html>.
- Physicians! Are You Ordering Glucose Monitors and Supplies for Your Patients: <https://www.cgsmedicare.com/jc/pubs/news/2018/1118/cope9799.html>.

### III. Website Updates & Feedback

Members discussed latest updates for the myCGS Web Portal.

- Members reported the new Medicare Beneficiary Identifier (MBI) converter tool was helpful to their staff who utilize the Interactive Voice Response System (IVR).

Angie explained the importance of completing MAC Customer Experience (MCE) surveys and the difference between the surveys and the feedback tab. CGS is improving the appearance of the MCE surveys on the website. Sarah asked members for ideas on how to increase MCE participation. Members indicated they will encourage their staff to take surveys.

### IV. POE Educational Activities

Sarah led discussions on the following activities:

- CGS will hold two mega workshops: one in Columbus, Ohio on November 1, 2023, and the other in Charlotte, NC, on November 11, 2023.
- Sarah reviewed the newest promotional packet with members. The promotional packet is provided to attendees during webinars to share important Medicare news and updates. Since the promotional packet is updated frequently, members suggested that hosts emphasize the importance of the promotional packet to attendees during webinars.
- Sarah announced the addition of a new Online Education Course (OEC), titled, “Using Documentation Checklists,” and asked members for feedback regarding OECs. Members indicated they often utilize OECs for staff training.

Crissy suggested including the most recent revised date of the OECs. Angie reported CGS intends to add the revised dates. Members were asked to provide suggestions for new OEC topics.

### V. Feedback & Suggestions/Open Discussion

Sarah discussed past suggestions and resolutions.

- From the previous meeting, members requested publishing a Dear Physician – Hospital Bed letter. The Dear Physician – Hospital Bed and Accessories letter was published on August 17, 2023. Members reported that the ability to highlight text within these letters are helpful because the highlighted text brings awareness to practitioners.
- Sarah asked members to continue to think and provide ideas to enhance CGS’s educational efforts.

### VI. Upcoming 2024 Meeting Dates

January 11, 2024

**Meeting Adjourned**