

ADVISORY GROUP MEETING MINUTES

Meeting date and time: October 12, 2022, 10:00 a.m. CT

Facilitator: Sarah Barbian, JC POE Sr. Analyst

CGS Representatives: Lisa Addison, Sarah Barbian, Pamela Ferrell, Jerry Holt, David Heller, Liliana Hewlett, Maurdi Wilson

Advisory Group Members: Tamela Branch, Brandon Dressen, Natalia Gonzalez, Thomas Harvill, Crissy Hill, Noel Neil

I. Agenda

- I. Welcome & Introductions
- II. News & Updates
- III. Website Updates & Feedback
- IV. POE Educational Activities
- V. Open Discussion
- VI. Upcoming 2023 Meeting Dates

I. Welcome & Introductions

Sarah welcomed the group to the meeting, reviewed the primary function of the group, and reminded members to complete the survey (located on the website).

II. News & Updates

Sarah provided the following updates:

- The DMEPOS enrollment contractor, National Supplier Clearinghouse (NSC), is changing. Effective November 7, 2022, two new contractors will process DMEPOS applications: NPE East: Novitas Solutions and NPE West: Palmetto GBA. Sarah displayed the slide that is being used to educate suppliers during webinars. Attendees were asked for feedback and suggestions.
- Suggestions from the previous JC POE AG meeting were discussed. The following suggestions were implemented:
 - i. The Dear Physician Letter for High Frequency Chest Wall Oscillation Devices was published on the CGS website (https://www.cgsmedicare.com/jc/mr/doc_req.html).
 - ii. Education regarding the COVID-19 Public Health Emergency was provided during the August 25, 2022, A/B MAC Glucose Monitor webinar.
- Sarah shared the newest versions of the myCGS Web Portal. Attendees were asked for feedback and suggestions on the newest updated version and if any additional education was needed. Members were pleased with the usage of the myCGS same and similar option, noting that the search is displaying consistent results.

III. Website Updates & Feedback

- Members discussed CGS's search engine.
- Frequently Asked Questions (FAQs): Sarah and Angie announced that CGS is currently revamping the FAQs.

Currently, the FAQs are in one section. CGS will divide the FAQs into two sections. There will be the FAQs section and a separate section for POE Questions and Answers (Q&A). The POE Q&As will not be frequent questions but will rather include questions that we receive from a variety of resources such as webinars, the call center, workshops, etc.

IV. POE Educational Activities

The following activities were discussed:

- The Columbus, Ohio Comprehensive Workshop is being held on November 3, 2022, and is open for registration. This will be one workshop with several sessions, to be held in one room, versus having breakout sessions.
- The CGS Impact Conference in Nashville, TN will occur on February 27-28, 2023. We are looking for speakers and exhibitors. Members asked for more information regarding the schedule and exhibitors. As more information is received, Sarah will provide additional details to attendees via email.
- Collaborative education w /DME MACS: CGS and Noridian are holding a collaborative oxygen webinar on December 13, 2022.
- To-The-Point: Members provided positive feedback regarding the To-The-Point education, especially the segments regarding Consolidated Billing. Sarah asked the members for suggestions for To-The-Point topic ideas.

V. Open Discussion

- Members inquired if CGS has an additional resource for items that require span dates when billing other than a published article and the Standard Documentation Requirements for All Claims Submitted to DME MACs. Sarah showed the group where to locate the "Claim Span Dates & Claim Narrative Charts" on the CGS website (https://www.cgsmedicare.com/pdf/dme/dme_claims_span_date_narratives.pdf). Attendees provided feedback that this chart is useful as it provides the exact HCPCS codes that require date spans when billing.
- Members expressed the CGS Disaster Page was very helpful. A member suggested that CGS either adds the counties affected by disasters or a link to the FEMA website to access a list of affected counties.

VI. Upcoming 2023 Meeting Dates

Sarah asked for suggestions regarding meeting dates in 2023. The group agreed to continue to meet four times a year, on the second Wednesday of the month, 10:00 a.m. - 11:00 a.m. CT, through TEAMS.

- January 11, 2023
- April 12, 2023
- July 12, 2023
- October 11, 2023