

ADVISORY GROUP MEETING MINUTES

Meeting date and time: November 4, 2021, 1:00 p.m. CT

Facilitator: Angie Cooper, JC POE Sr. Analyst

CGS Representatives: Sarah Barbian, David Heller, and Denise Winsock

Advisory Group Members: Amanda Culler, Rachel Besselman (for Valerie Eriole), Natalia Gonzalez, Thomas Harvill, Crissy Hill, Leigh Anne Matthews, Kaitlin Nacarato, and Jen Schwindt

Agenda

- I. Welcome and Introductions
- II. "To the Point" Education
- III. JC DME MAC Website Updates & Feedback
- IV. Suggested Intake Form
- V. POE Educational Activities
- VI. Follow Up from July Meeting
- VII. Feedback and Suggestions/Open Discussion
- VIII. Proposed 2022 Meeting Dates

I. Welcome and Introductions

Angie welcomed the group to the meeting, introduced attendees, and reviewed the purpose of the advisory group. Members were reminded to complete the Education feedback survey on the website by clicking the "Share Education Feedback" link in the blue box on Education web pages.

II. "To the Point" Education

Angie introduced the new "To the Point" (<https://www.cgsmedicare.com/jc/education/point/index.html>) web page to the attendees and explained the purpose of the new education. "To the Point" episodes are short and informative recordings that address a specific topic in less than 10 minutes. Each recording has its own survey. Just click the "Share feedback after watching recording" link under the video to provide feedback. Angie asked members to send suggestions for additional topics.

III. JC DME MAC Website Updates & Feedback

Angie shared information about recent updates to remove old information from the website in order to provide better search results. She also showed attendees how to locate the DME MAC Joint Publications (<https://www.cgsmedicare.com/jc/mr/jointpubs.html>).

Attendees provided suggestions on how to make the search box more identifiable.

Updates are also planned for the Forms, Checklists, and Guides/Instructions (<https://www.cgsmedicare.com/jc/forms/index.html>) web page.

IV. Suggested Intake Form

https://www.cgsmedicare.com/jc/forms/pdf/jc_suggested_intake_form.pdf

Angie requested input from the group on updates needed to this form.

V. POE Educational Activities

Angie shared activities from the Comprehensive Error Rate Testing (CERT) Education Task Force. CGS and Noridian conducted the DME CERT Outreach and Education Task Force collaborative webinar on Knee Orthoses on November 3, and it was very well attended. In addition, the task force worked with CMS to create short "fast facts" articles on standard written orders, medical record documentation, ordering/preferring practitioner info on the claim, and wound management for surgical dressings. These articles were published one at a time in the weekly MLN Connects® Newsletter | CMS (<https://www.cms.gov/Outreach-and-Education/Outreach/FFSPProvPartProg/Provider-Partnership-Email-Archive>) during September.

A collaborative webinar with the A/B MACs on surgical dressings is taking place on November 16, and Angie encouraged members to tell their referral sources to look on the A/B MAC website for registration information. This webinar is intended for prescribers and is not marketed to suppliers. CGS JB and JC POE is conducting a surgical dressings webinar for DMEPOS on November 24, and registration is available on the DME Provider Outreach & Education: Calendar of Events (https://www.cgsmedicare.com/medicare/dynamic/wrkshp/DME_COE/dme_coe_c/jc_Report.aspx). An A/B DME MAC collaborative webinar on positive airway pressure (PAP) devices took place on August 33 for prescribers, followed by a DME national collaborative webinar on August 31.

VI. Follow Up from July Meeting

During the July meeting, Cheryl asked the group to submit ideas on improvements to eligibility information in myCGS. Angie asked attendees to send their suggestions for consideration in the next myCGS update.

myCGS version 7.2 is scheduled for November 15.

VII. Feedback and Suggestions/Open Discussion

Angie announced that she will open group to new members in December. Existing members will receive a survey to share if they want to remain on the JC POEAG, as well as to submit feedback on 2022 meeting dates.

Crissy asked about education regarding the recent changes to the Advance Beneficiary Notice (ABN) guidelines. Angie provided information that CMS published in MLN Matters Number: MM12242 (<https://www.cms.gov/files/document/mm12242.pdf>) titled "Section 50 in Chapter 30 of Publication (Pub.) 100-04 Manual Updates."

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This information alerts suppliers about changes made to the Advance Beneficiary Notice of Non-coverage (ABN) section in the Medicare Claims Processing Manual, Chapter 30, Section 50 (<https://www.cms.gov/files/document/r10862cp.pdf#page=9>). Angie said that CGS incorporated this information into webinars where ABNs are discussed. The online education courses are also being updated.

VIII. Proposed 2022 Meeting Dates

- January 12
- April 13
- July 13
- October 12

The meeting was adjourned.