

The minutes below are a summary of the Advisory group meeting topics, group discussion, actions, and outcomes, as a result of this meeting.

## MEETING DETAILS

**Date:** March 7, 2024

**Facilitator:** Curtis McFadden and Towanna Tripp

## ATTENDANCE

### Members:

- Stacey Singer
- Sheri Tomlinson
- Valerie Tapia
- Dottie Mudd
- Daniel Eichelberger
- Deborah Walton
- Mick Polo
- Gloria Beazley
- Melody Rice
- Karen Downing
- Berni Willis
- Debbie Emmons
- Sarah Strayer
- Jennifer Hansel
- Jean Proyer
- Kelli Martinelli

### CGS:

- Vanessa Williams
- Ruthie Glazier
- Carey Fugate
- Nykeshia Scales

## AGENDA ITEMS

### Welcome

### Purpose and Goals

[https://www.cgsmedicare.com/pdf/j15\\_poe\\_ag\\_covenant\\_2019\\_v1.pdf](https://www.cgsmedicare.com/pdf/j15_poe_ag_covenant_2019_v1.pdf)

The primary function of the Advisory Group is to assist the contractor in the creation, implementation, and review of provider education strategies and efforts. The Advisory Group provides input and feedback on training topics, provider education materials, and dates and locations of provider education workshops and events. The group also identifies salient provider education issues and recommends effective means of information dissemination to all appropriate providers and their staff, including the use of the Provider Contact Center (PCC) to disseminate information to providers.

Response to feed-back related to inquiries submitted to the PCC rather than to POE via email or Advisory Group: Please continue to contact the PCC initially. If you do not receive a resolution, you may then contact POE for assistance. Please include a PCC reference number with your POE request to assist us in providing education both internally and to the provider community.

### Current Tasks

#### Re-Award Information

- The meeting started with CGS going over the Re-Award information for the J15 contract. This information stated there would be no interruptions in claims processing, no changes in contact numbers or addresses, no provider cash flow interruptions due to contract changes, no web portal changes, edit changes or enrollment changes or transition related dark days.

#### Recovery Auditor Presentation

- Roxane Cooksey from Performant gave a presentation on the recovery audit goals. This covered items including responding additional document request letters, denials, and courtesy calls. Performant also stressed about providers having their correct contact for certain requests, and making sure provider's addresses are listed correctly on file with the Recovery Auditor.

#### Clearing House Concerns

- CGS asked how many members use clearing houses and what training is needed for them. Some members gave various topics which included using the portal, website usage, and correct Provider Contact Center usage.

### Current Topics

#### Feedback from Providers on KEEP, START, or CHANGE

- CGS opened the floor for discussions on what can be done to be the best MAC for J15 Providers. This included what things we should keep doing as a MAC, what we should start doing that we are not doing, and what are some things we can change. This included items for our web portal,

our website, POE Education offerings, and our Provider Contact Center. Things highlighted in meeting include adding search functions to the portal as a change. Another change asked for was searching for appeals using the submitter number issued through the portal. The LCD portion of CGS' website was highlighted as a keep. Education requested was continued/updated education on the recently implemented Provider Based Billing edits.

### Future Tasks for Next Meetings

Members were reminded to complete the following tasks before our next POE AG meeting:

- Attend our educational offerings and share feed-back on experience.
- Help us promote any upcoming in-person events to increase attendance.
- Members were asked to submit suggestions on enhancing our education to the provider community. Suggestions that were made during the meeting were documented for POE review and future suggestions can be submitted to the following mailboxes:
  - [J15\\_PartA\\_Education@cgsadmin.com](mailto:J15_PartA_Education@cgsadmin.com)
  - [J15\\_PartB\\_Education@cgsadmin.com](mailto:J15_PartB_Education@cgsadmin.com)

### CALENDAR OF EVENTS

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- Part A: [https://www.cgsmedicare.com/medicare\\_dynamic/wrkshp/pr/parta\\_report/parta\\_report.aspx](https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/parta_report/parta_report.aspx)
- Part B: [https://www.cgsmedicare.com/medicare\\_dynamic/wrkshp/pr/partb\\_report/partb\\_report.aspx](https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report/partb_report.aspx)

### 2024 POE AG MEETING SCHEDULE

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- July 11th, 2024 (Virtual Meeting via Microsoft Teams)
- October 10th, 2024 (Virtual Meeting via Microsoft Teams)

### ADJOURN

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Meeting closed at 2:53 p.m.