

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: July 11, 2024

Facilitators: Curtis McFadden and Towanna Tripp

ATTENDANCE

Members:

- Sandy Young
- Valerie Tapia
- Daniel Eichelberger
- Dottie Mudd
- Kendra Hardick
- Kelly Rupard
- Kristalyn Schoen
- Aleasha Bancroft
- Sarah Strayer
- Berni Willis
- Karen Downing
- Mick Polo
- Deborah Walton
- Kelly Martinelli
- Deborah Emmons

AGENDA ITEMS

Welcome

Purpose and Goals

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

In-Person Event

- The meeting started with CGS asking for feedback on the CERT Roadshow which was held in person in Kentucky (May 7th) and Ohio (June 24th-26th). Members that did attend stated the information covered was very beneficial. When the question of attendance arose, several members gave feedback on specialties and marketing for consideration.

Virtual Events

- Members gave feedback on virtual education (webinars, etc) varying from great information offered to giving feedback on ways of improvement for others (Not reading from slides, more case studies when possible.) The POE staff will take the feedback for improvement and work into upcoming education. POE staff also highlighted upcoming events on the Calendar of Events pages.
 - Part A: https://cgsmedicare.com/medicare_dynamic/wrkshp/pr/parta_report/parta_report.aspx
 - Part B: https://cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report/partb_report.aspx

Customer Experience

- Curtis McFadden reviewed the Customer Experience page on the website and urged members to allow their voice to be heard through those surveys and surveys which are a part of education.

Clearing House Concerns

- Towanna Tripp and Vanessa Williams led a detailed conversation about how many members use clearing houses and what training is needed for them. Members became very engaged on

this topic and it was determined education needs to be done by both the providers using clearing houses and by POE.

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 retaining staff in the PCC when at all possible, and making sure when hiring to fill spot, proper training is done. Members again highlighted their desires for Case Studies in Education. Another request was to place more of the self-service items on the website in the portal if possible and adding new search criteria that is currently not available in the portal.

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
 - J15_PartB_Education@cgsadmin.com

CALENDAR OF EVENTS

- Part A: https://cgsmedicare.com/medicare_dynamic/wrkshp/pr/parta_report/parta_report.aspx
- Part B: https://cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report/partb_report.aspx

2024 POE AG MEETING SCHEDULE

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

ADJOURN

Meeting closed at 2:48 p.m.