

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: September 9, 2021

Facilitator: Curtis McFadden and Patsy Schwenk

ATTENDANCE/ROLL CALL

Attendees:

- Angela Amey
- Janet Creason
- Stacy Diehl
- Jann Gravina
- Jenn Hansel
- Nancy Horn
- Jen Johns
- Wayne Johnson
- Jennifer Kelley
- Amber Laflin
- Teresa Leininger
- Kelly Martinelli
- Laura Martucci
- Tammy May
- Kelly Rupard
- Kelly Shahl

CGS Staff:

- Yakiesha Stiggers
- Frances Voll
- Deborah Walton
- Jean Wendland Porter
- Berni Willis
- Stephanie Woods
- Sandra Young
- Leah Lewis
- Juan Lumpkin
- Annie Scriven
- Towanna Tripp
- Vanessa Williams
- Carey Fugate

AGENDA ITEMS

Welcome

Purpose and Goals

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 PCC to disseminate information to providers.

Response to feedback related to inquiries submitted to the Provider Contact Center (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.

POE AG Recommendations

CGS actions taken on member education recommendations

Curtis introduced various POE team member who reviewed the member education recommendations received during the December 2020 meeting and how CGS responded.

- **MDPP Education** – Patsy Schwenk discussed the breakout groups led by the JBS consulting firm during the last POE AG meeting. Members provided feedback on the discussion topics of the Medicare Diabetes Prevention Program, Preventive Services and Chronic Care Management. CGS education on these topics will now be focused on the J15 provider community. The Ohio State University (OSU) helped JBS create a video on these topics that will eventually be placed on our YouTube page. Juan Lumpkin highlighted and thanked POE AG members for sharing education links on the topic also.
- **OPD Education** – Patsy Schwenk shared that a webinar on Outpatient Department Prior Authorization services was held on August 24, 2021 and it highlighted the new services that have been added to the service list. The webinar also included details about the exemption process. The webinar is also on our website for review. During this time Patsy also let the group know that medical review has restarted the Target Probe and Educate (TPE) reviews and the codes that will be part of process are on our website.

Current Tasks

Member feedback on our last quarters' education events (June 9th thru September 8th, 2021)

One member spoke very highly of the claim overlap webinar "Who Pays Who?" that was conducted in early September. They stated the handout material was very helpful and enjoyed the polling questions and case studies. Providers asked for more time to be added in some topics and maybe even a transcript of all the questions and answers being sent to attendees would be beneficial.

2022 In Person Event Planning

POE staff asked the POE AG members for topics for planning purposes. The event is scheduled to have both in person and online attendance available. Topics suggested were:

- Outpatient Department Prior Authorization services
- Prior Authorization for Repetitive Non-Emergency Ambulance Transport
- Remote Monitoring Services
- Billable Telehealth Services for Part A

POE staff also asked about what vendors would be best to give invitations to. POE AG members will send recommendations to the Part A and Part B mailboxes.

Overlap Pain Points

Curtis McFadden asked the question what pain points providers face when dealing with overlapping questions. Responses included:

- Facilities not closing out records correctly
- Facilities billing the incorrect patient status

myCGS Enhancement Ideas

Juan Lumpkin spoke to new enhancements that have been made to myCGS though out calendar year 2021. These include:

- Greenmail upgrades /Inbox filtering
- Additional Security for MBI Lookups
- Updated Logo
- Enhanced Remittance Advise
- Google Authenticator Desktop Extension
- Automated OPR form
- Behind the scenes updates for faster response times
- Single ID/Super ID

Juan also reminded POE AG members if they have any future enhancements ideas, they can be sent to the Part B email box.

Future Tasks

For the next meeting, advisory group members will be required to give feedback on the following topics:

- Feedback on education provided through December 9th, 2021
- Advertisement strategies for 2022 event
- POE AG 2022 Membership Drive

Calendar of Events

- Part A Calendar of Events: https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/parta_report/parta_report.aspx

- Part B Calendar of Events: https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/partb_report/partb_report.aspx

UPCOMING 2021 POE AG MEETING DATES

December 9, 2021

ADJOURN
