

*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 17, 2020

**Facilitator:** Curtis McFadden, Patsy Schwenk, and Juan Lumpkin

## ATTENDANCE/ROLL CALL

### Attendees:

- |                      |                      |                   |                   |
|----------------------|----------------------|-------------------|-------------------|
| • Jane Arnold        | • Jenn Hansel        | • Valerie Tapia   | <b>CGS Staff:</b> |
| • Todd Baker         | • Desmica Head       | (for Diane Burns) |                   |
| • Sonya Brown        | • Nancy Horn         | • Frances Voll    |                   |
| • Elayne Biddlestone | • Robert Kaliszewski | • Jean Wendland   |                   |
| • Kimberly Dziekan   | • Teresa Leininger   | Porter            |                   |
| • Diana Eichenauer   | • Kelly Martinelli   | • Deborah Walton  |                   |
| • Debra Farley       | • Laura Martucci     | • Crystal Wilborn |                   |
| • Jann Gravina       | • Mick Polo          | • Stephanie Woods |                   |
| • Karey Hall         | • Kelly Rupard       |                   |                   |
|                      |                      |                   |                   |

### CGS Staff:

- Leah Lewis
- Juan Lumpkin
- Annie Scriven
- Towanna Tripp
- Vanessa Williams

## 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

#### Feedback on Education in the Last Quarter

Members shared the COVID-19 webinars and front office calls were very beneficial. A possible area for improvement given was deeper detail in interpretation. Also, members shared the Ask the Contractor Teleconference in the last quarter was very good. Webinars continue to be one of the best ways education is shared. Members shared wanting another way to get billing information they are unable to receive from the Provider Contact Center (PCC). Patsy then shared the Tier program for further research when contacting the PCC with unusual issues.

#### Upcoming Education Recommendations

Members gave various education recommendations that included hospital outpatient attestation requirements for admission, public health emergency (PHE) skilled nursing specifics (SNF) specifics, documentation for evaluation and management during the PHE, telehealth encounters, appropriate use criteria for advanced diagnostic imaging, and ambulance documentation.

### Current Tasks

#### CGS Medicare App

Members again are encouraged to download the CGS Medicare App to provide feedback. Feedback given included its now working better than previously. Tables are

downloading that were not downloading before. Shared with members there are some tables that load slower than others because of the size of file being downloaded.

#### OPD Roundtable

Members were polled on which method is being used to submit OPD prior authorization requests. The web portal (myCGS) is used the most among members. The pain points of the entire process were discussed to share with internal departments for possible improvement.

#### Innovations in Beneficiary Health

The POE staff gave information on the upcoming Innovation in Beneficiary Health Projects which included Medicare Diabetes Prevention Program (MDPP) Education, Prevention Services Education, and Chronic Care Management (CCM) services. Members participated in polls that asked the following:

- Do you know of other partnership opportunities we can explore to promote the upcoming program?
- Does your provider offer Medicare-approved preventive services to their patients?
- Do your primary care practitioners offer CCM services?

#### In Person Education Possibilities

Members answered various polling questions on the comfort level of attending in person event possibilities due to COVID-19.

#### Future Tasks

##### Website Feedback

To improve website satisfaction, we want to ensure the information you need is available and easily accessible. Members shared wanting the click journey shorter on website. They also shared the search engine gives good results for CGS topics and the self-service tools are really good, highlighting the MBI tools.

##### Feedback on Pending myCGS Updates

Upcoming changes to myCGS were discussed which included authentication processes, inbox filtering, updates to the manual, new eligibility options, and Single sign-on (Super-User). The roll out date for these updates were not given.

## CALENDAR OF EVENTS

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Please continue to attend, provide feedback and suggest future topics.

- J15 Part A Calendar of Events [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)
- J15 Part B Calendar of Events [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)

## OPEN DISCUSSION

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- Possibility of signing up for specific email notifications for Claims Processing Issues Log (CPIL) updates.
- Sending an article to members to share with staff in office/facilities/associations to make sure more of the provider community is signed up for our email notifications.

#### 2021 POE-AG Membership

**Next Meeting:** December 8, 2020

## ADJOURN

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