

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: October 10, 2024

Facilitators: Curtis McFadden and Towanna Trip

ATTENDANCE

Members:

- Karen Downing
- Amy Fanelli
- Eddy Maillot
- Kendra Hardrick
- Sandy Young
- Jean Pryor
- Deborah Walton
- Valerie Tapia
- Michelle Weiss
- Sheri Tomlinson
- Amanda Kert
- Lee Condron
- Kristalyn Schoen
- Jennifer Hansel
- Sarah Strayer
- Mick Polo

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

Education Feedback

- The meeting started with CGS asking for feedback on educational offerings. Members stated that the education offered was very beneficial. Some of the offerings highlighted was Part A's Provider Based Billing and Part B's OSMA Summer Event. CGS asked members to make sure and take surveys to give feedback when attending.

Current Topics

Education With or Without Attendee Hub

- Recently CGS rolled out a new function to their CVENT Platform for logging into education. The new function gives a direct link to education, where previously providers would have to log into CVENT's Attendee Hub to access education. CGS polled members who had attended both versions which one they preferred. Members preferred the method without Attendee Hub.

In Person Vs Virtual

- CGS asked members which version of education they preferred they best, in-person or virtual. Most members agreed that both methods are needed. Virtual allows for attendance while still in their offices and gives options for playback after the original education has closed via CVENT's Attendee Hub Library. In-person allows for better connections, Q & A sessions, and overall communication. Members asked about hybrid options where CGS would be in person and still offer an online connectivity option. CGS will definitely be moving toward offering these with cooperation for member to find suitable locations.

Skilled Nursing Facilities and the Revised 855A

- CGS reminded members of the recent change dealing with skilled nursing facilities being required to use the revised version of the 855A to make any changes to their provider file record. While all members are not SNF's, it was a reminder of this recent change.

Interactive Voice Response Update

- CGS discussed with members the coming update of disabling beneficiary eligibility information from the Interactive Voice Response (IVR) system. Members asked about upcoming education on the change. CGS advised education will occur in the upcoming months on this matter, starting in November.

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

2025 POE AG MEETING SCHEDULE

- TBD

ADJOURN

Meeting closed at 2:48 p.m.