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: February 13, 2014
Facilitator: Deanna Cruser, Provider Outreach and Education (POE), CGS
Attendees:
- Matt Waldie, Ashland Area Health Alliance
- Nancy Horn, Medical Compliance Services, Inc.
- Renee Stamp, Paradigm Management
- Ramona Osborne, Owensboro Health
- Stephanie Woods, Greater Louisville Medical Society
- Janet Roe, St. Claire Medical Group
- Angela Brown, Catholic Health Initiatives
- Sherry Thomas, PHIA
- John Blumenstock, PHI Air Medical, LLC
- Shara Bowsheer, St. Rita’s Medical Center
- Darrell Spear, Kentucky Chiropractic Society
- Susan Strauchman, Provider Enrollment, CGS
- Jennifer Brown, POE, CGS
- Cari Phillips, POE, CGS
- Juan Lumpkin, POE, CGS
- Melissa Kress, POE, CGS

AGENDA ITEMS

As a reminder, CGS reviewed the primary function of the Advisory Group, as follows:

The primary function of this group is to assist in the creation, implementation, and review of provider education strategies and efforts. Members provide input and feedback on training topics, provider education materials, and dates and locations of provider education workshops and events. The group also identifies widespread provider education needs and assists in developing solutions and sharing information.

CGS Departmental Updates

- Provider Enrollment/Revalidation Updates
  - Phase 2 of the revalidation process is 90% complete.
  - Phase 3 of revalidation efforts is now underway, and includes all remaining providers that need to be revalidated. This phase will run through March 2015.
  - CGS has established a new Single Point of Contact (SPOC) process for large groups to assist with revalidation requests. Those with 200+ reassignments.
- Provider Enrollment reiterated the importance of responding immediately to revalidation requests; providers have 60 days from the date of the letter to respond. Non-responses will result in deactivation of the related PTAN(s) and jeopardize billing privileges.

- Revalidation requests are mailed to providers’ correspondence addresses, as identified in PECOS.

- Revalidations include all active PTANs for a provider. If there is an inactive PTAN that needs to be deactivated, supply the date that the PTAN became inactive.

- Some providers must pay a fee: ambulance, ASC, IDTF, independent clinical labs, portable x-rays, and mass immunizers

- EFTs are required with Phase 3 revalidation; applicable to sole proprietors, groups, and organizations. Providers that reassign all benefits (e.g., does not have a sole proprietor PTAN in addition to a group member PTAN) are not required to submit EFTs.

- CGS plans to post a list of providers that were sent revalidation notices in the near future; in the meantime, access the CMS website for this list: [http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Revalidations.html](http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Revalidations.html)

• Suggestions for PCC training topics

- The POE team will participate in the PCC training scheduled for February 17, 2014. We will present our current Medicare Update presentation to the group so they are familiar with what providers are hearing in our seminars. We plan to continue to actively participate in these training sessions in 2014.

- One suggestion received was on multiple ambulance transports on the same date of service. We were asked to remind CSRs about form required to be completed.

- One member suggested we create subject matter experts in the PCC. Deanna reminded members to utilize Tier II or III CSRs, who are more experienced in addressing specialty-specific questions.

- Another member mentioned CERT. The CSR was unfamiliar with the process. The call had to be escalated to the Tier II level. Deanna mentioned the training POE will be providing February 17, 2014, will include CERT details. In the meantime, the member was referred to Julene Mull, the CGS CERT Coordinator, at 615.782.4591.

- If future topics come to mind, please e-mail one of the POE team members with your topics.

**New Business**

• POE-AG Membership Drive

- CGS welcomed new POE AG members, expressed appreciation for continuing members, and recapped the most recent membership drive. CGS will conduct an annual membership drive to allow new members an opportunity to join and existing members to continue on or make changes in their membership, as needed.

- POE-AG members are encouraged to review the POE-AG roster ([http://www.cgsmedicare.com/kyb/education/poeag.html](http://www.cgsmedicare.com/kyb/education/poeag.html)) to verify all information is correct. Should any information need to be updated, please contact a member of the POE team.
Deanna reviewed highlights from the “Medicare Updates” slides for the current quarter, including: fee schedules; CERT and Recovery Auditor information; the Medicare incentive programs; ordering/referring provider edits; provider enrollment; and ICD-10 resources.

- A request for future topics was extended to the group.

Proposed Updates to CGS website: CGS will be updating our website soon in an effort to re-categorize information by specialty or topics. We have begun a preliminary review of the current website to determine how best to categorize certain information.

- A member asked for a timeline on when the Part B site will be completed. The Home Health and Hospice site is currently being revised. The Part A site is next, followed by the Part B site. The goal is to have the Part B site ready by the end of June 2014.
- There was also a request for a listing of specialties that will be identified. Proposed specialties and topics include:
  - **Browse by Specialty**
    - Ambulance
    - Anesthesia/Pain Management
    - Ambulatory Surgery Center (ASC)
    - Chiropractic
    - Hematology/Oncology
    - IDTF
    - Ophthalmology/Optometry
    - Podiatry
    - Radiation Oncology
    - Radiology
    - Other Specialties
  - **Browse by Topic**
    - CRD/ESRD
    - Diagnostic Tests
    - Evaluation & Management
    - Home Health & Hospice
    - Injections & Drugs
    - Laboratory/Pathology
    - Physical/Occupational Therapy
    - Preventive Services
    - Teaching Facilities

**Old Business**
- N/A

**Announcements and Reminders**
- **myCGS Enhancements**
  - The myCGS Web portal was updated in late 2013 to add the ability to submit Redeterminations through the portal. Providers can submit up to five online documents, in a PDF format, to support the redetermination request. Providers also receive a confirmation with a tracking number once the request is submitted.
  - The next planned enhancement is for e-offsets, where providers will be able to authorize an immediate offset through the portal.
  - Future enhancements include the ability to submit reopening requests and eventually to submit claims, through myCGS.
• eRx Program Updates
  - HCPCS code G8553 is no longer valid for 2014 as the eRx incentive program ended
    in 2013.
  - E-prescribing continues as a component of the EHR incentive program
• ICD-10 Testing
  - Providers interested in participating may register at http://www.cgsmedicare.com/
    articles/cope24557.html

Upcoming Educational Events

• Calendar of Events:
  - Review calendar at: http://www.cgsmedicare.com/medicare_dynamic/wrkshp/PR/
    KYB_Report.asp
  - A member mentioned the CCI/MUE and PQRS sessions are full. She suggested
    a way for CGS to add a button on the website in an effort to gauge interest in a full
    event. This would allow CGS to identify whether additional sessions are needed.

• **J15 Medical Director Updates**: Planned events have been postponed per CMS
  guidance related to the 2 midnight rule. Education on this topic is pending additional
  guidance from CMS. We are hopeful to reschedule these events once we have further
  CMS instruction.

• **J15 Small Provider/ Medicare Update Workshops**: We currently use libraries to host
  most of our small provider workshops. If anyone has any additional suggestions on
  alternative locations or would like to host one of these workshops, please email one of
  the POE team members.

• **Updates to CGS Online Education Courses**: As part of the website redesign, we
  will be updating courses that are still relevant, retiring old courses, and adding new
  courses. More to come!

• **Education upon request**: Send requests to: J15_PartB_Education@cgsadmin.com

2014 POE Advisory Group Meeting Schedule

• Next Meeting: May 15, 2014
• August 14, 2014
• November 13, 2014

Roundtable/Questions

No roundtable discussion.

Adjournment

The meeting was adjourned.