

What Is the Part A Provider Outreach and Education Advisory Group and How Can You Help?

Jurisdiction 6 and Jurisdiction K Part A, FQHC and RHC Providers

3/5/2025

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Objective

Provide an overview of what is the Part A Provider Outreach & Education Advisory Group (POE AG), explain their mission and solicit providers who may want to become members of this group

Today's Presenters

- Provider Outreach and Education Consultants
 - Christine Janiszczak
 - Jean Roberts, RN, BSN, CPC





Agenda

- [Who Is the Part A POE AG?](#)
- [Part A POE AG Meetings](#)
- [Joining the Part A POE AG](#)
- [Resources](#)
- [Questions](#)

Who Is the Part A POE AG?

National Government Services

- Serves as MAC for Jurisdictions 6 and K for
 - **Medicare Part A**
 - Medicare Part B
 - Home Health and Hospice providers
- Maintains four POE AGs
 - **Part A POE AG**
 - Part B POE AG
 - Home Health POE AG
 - Hospice POE AG

NGS MAC States for Part A and FQHCs/RHCs

- J6 Region
 - Part A: Illinois, Minnesota, Wisconsin
 - FQHC/RHCs: 44 states, District of Columbia and five U.S. territories
- JK Region
 - Part A: Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, Vermont

POE AG

- Group of providers and provider organizations who volunteer their time to serve as a provider education resource to our POE department
- Consists of members who represent key groups from provider community that represent geographic and/or specialty diversity
- For **Part A POE AG** (J6 and JK), may be any type of Part A provider including hospital, SNF, ESRD, other OP facility, FQHC, RHC, etc.

POE AG Mission Statement

- *“Each POE AG shall be the primary communication vehicle between the provider/supplier community and NGS. By maintaining an ongoing and open working relationship between the provider/supplier community and NGS, a higher level of trust and credibility will be established to promote more effective communication and better serve the Medicare community.”*
 - [National Government Services Provider Outreach and Education Advisory Group Charter](#)



POE AG Objective

- Assist our POE department in creation, implementation and review of provider education strategies and efforts
 - Used as provider education consultant resource
 - Not as approval or sanctioning authority

POE AG Member Responsibilities

- Provide advice, feedback, recommendations to our POE department in relation to POE matters, including
 - Training materials
 - Training subjects
 - Dates and locations of provider education workshops/events
 - Website information
 - Self-service tools such as NGSConnex and IVR
 - Effective means to disseminate information to providers and staff
 - Computer-based training and webinar topics
- Members may make recommendations for provider education topics during POE AG meetings or at any time



Benefits of POE AG Membership

- Input into all aspects of our educational strategies and efforts
- Finished products that accurately represent what providers need and look for when it comes to education
- Improved communication, information and education from NGS

Part A POE AG Meetings

POE AG Meetings

- We coordinate/conduct at least **three meetings** each calendar year for each of our four POE AGs
 - Teleconference, webinar, or face-to-face
 - NGS staff and POE AG members only
 - Dates set at end of each year for following year
 - Member's travel/related expenses – sole responsibility of member
 - Reminders sent four to six weeks beforehand (may include RSVP)
 - Content based on education strategies and efforts
 - Documents sent to members and/or placed on hidden link
 - **Note:** These meetings are **not** provider educational events

POE AG Meeting Participation

- Very important to
 - Attend meetings
 - Participate in meetings
 - Provide feedback during meetings
 - Bring feedback from your facility's staff to meetings



Part A POE AG Meeting Agenda – Example

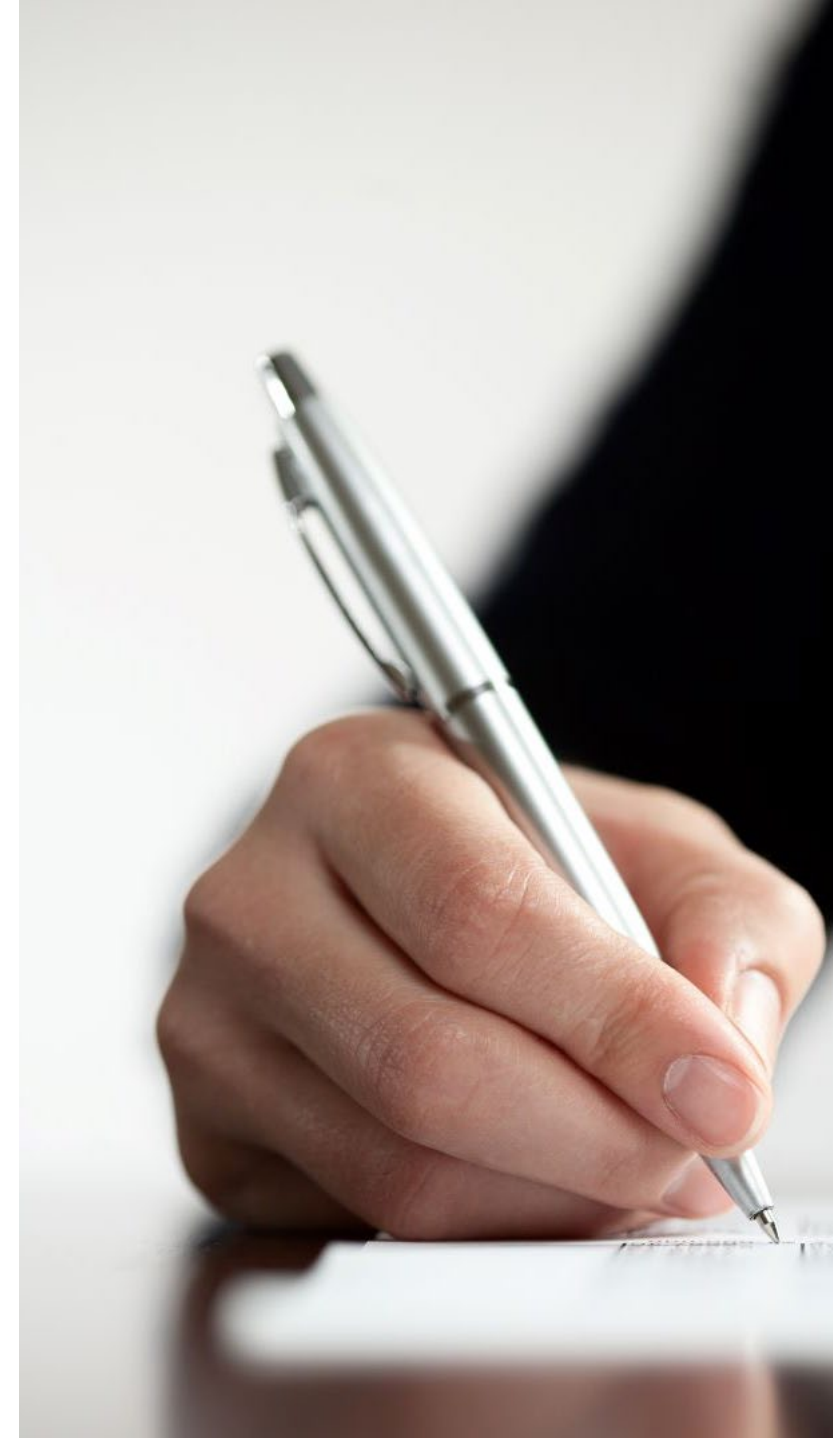
- Welcome, introductions and approval of minutes
- Updates including but not limited to following examples
 - CGS DME Medicare (guest)
 - Prior Authorization: OPD PA Program
 - Medical Review & Case Management Team
 - Part A CERT
 - Part A Provider Enrollment
 - RuralServ
- Review of educational material including but not limited to following examples
 - Website articles and job aids
 - PowerPoints
- POE AG members suggestions for education and open forum
 - Topics for all educational platforms (website articles, job aids, webinars, YouTube, Podcasts, etc.)
- Upcoming events
- Resources

Part A POE AG Meeting Schedule

- Part A POE AG meetings held via Teams
 - Thursdays, 10:30 a.m. to 12:30 p.m. ET
 - 4/3/2025
 - 8/7/2025
 - 12/4/2025

Part A POE AG Meeting Minutes

- Posted to [our website](#) within 30 business days following meeting date
 - Under Education > POE Advisory Group > Meeting Minutes
- Part A POE AG [meeting minutes](#)
 - 12/5/2024
 - 8/8/2024
 - 4/4/2024



Joining the POE AG

Joining a POE AG

- Providers who wish to become POE AG member should email request to applicable POE mailbox
 - **Part A:** NGSPARTAPOE@elevancehealth.com
 - Part B: NGSPartBprovideroutreach@anthem.com
 - Home Health and Hospice: NGSHHHPOE@elevancehealth.com
- In email request
 - Make subject line “POE AG Member Request”
 - Include your name, your facility’s/provider’s name or organization, PTAN and your contact information

Did You Know

- Provider membership in the POE AG may be rotated every two years, with some members rotating off each year so more providers have an opportunity to participate.



Resources

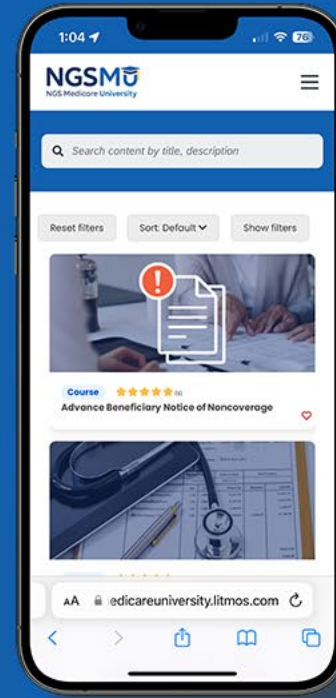
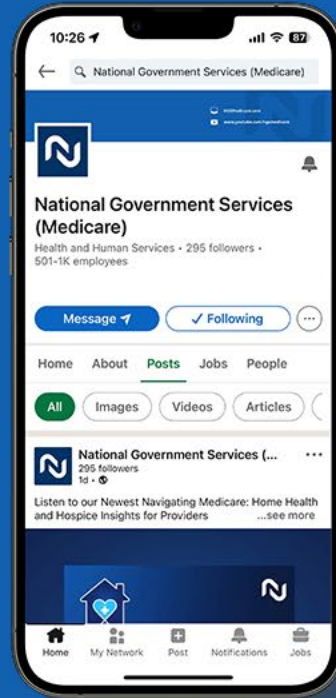
Resources

- [CMS IOM Publication 100-09, Medicare Administrative Contractor \(MAC\) Beneficiary and Provider Communications Manual, Chapter 6, Section 20.6.1](#)
- [Our website](#) > Education > POE Advisory Group
 - Mission and Charter
 - Membership Rosters
 - Meeting Schedules
 - Meeting Minutes



Questions?

Thank you!



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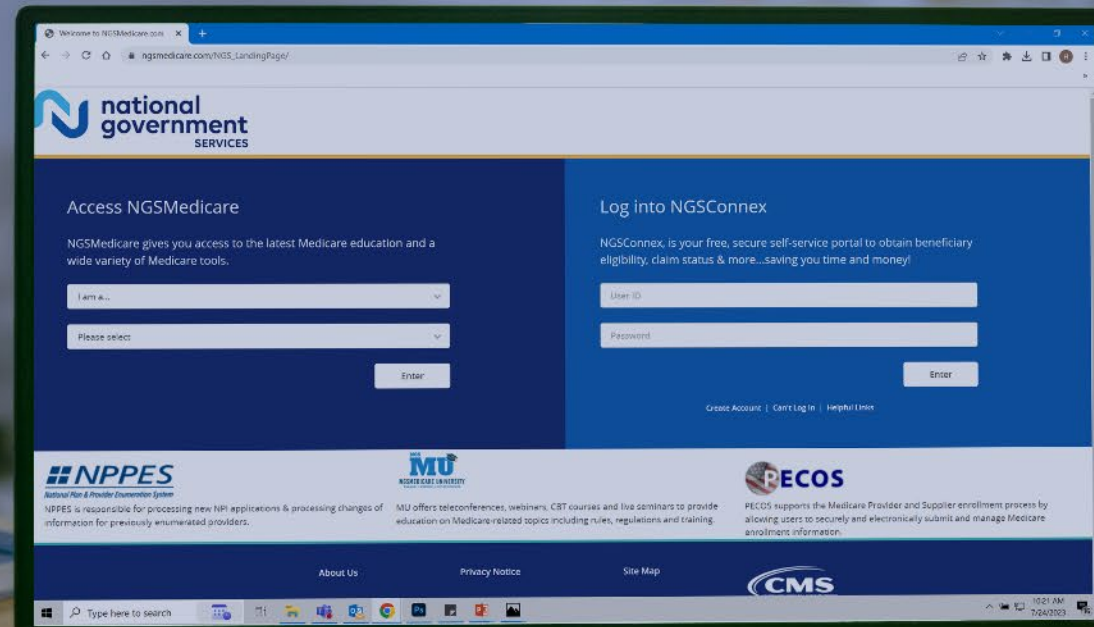


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[NGSConnex](#)

Web portal for claim information



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