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## **POE Advisory Group Minutes – Southeast Region**

September 10, 2009  
2:00 PM – 3:00 PM ET  
Teleconference

### ***Members Present:***

Jan Ervin – WPS Medicare  
Marjean Preda – Tenet  
Stephanie Hewitt – Signature  
Lynette Davis – OPIS Mgmt Resources

### ***Meeting:***

Jan Ervin facilitated the teleconference. The meeting was called to order at 2:00 PM ET.

The call began with introductions. I reminded the members that the main purpose of the Provider Outreach and Education Advisory Group (POE AG) is to suggest training topics for future provider education. In addition to the regional workshops, suggestions from the POE AG group can drive other educational activities such as Ask-the-Contractor Teleconference (ACT) topics and Computer-Based Training (CBT) subjects.

### ***Group Input and Feedback:***

Members were sent a copy of the National POE AG meeting minutes from August 13, 2009. We reviewed them as a group and agree that more detail on eNews listings and web postings would be helpful for providers looking for educational activities. The group thought an acronym list would be helpful especially for new billers and terms that are not frequently used. I went over a list of all seminars being held or considered in the Southeast (SE) region at this time. There were no additional seminar recommendations at this time. It was recommended to keep the seminar dates as they are during the second or third week of the month and not on Monday or Friday. The prior locations have been acceptable. The low attendance problem is due to a general decrease in provider funding for seminar costs.

I reviewed a list of all ACT calls currently scheduled and asked if they had any additional topics they would like to see presented. No additional topics were suggested at this time.

### ***Education Recommendations***

No new recommendations at this time.

### ***Member Issues***

No issues were presented at this time.

### ***Open Discussion***

Provider feedback on Website: Providers stated that the Website needs to be more current, especially when it comes to claim issues, status, system issues, etc. A suggestion was made to have one of our “Hot Topics” cover Medicare Advantage claims including reasons why a claim must be sent, when the claim must be sent, and possible ramifications if it is determined these

claims are not being sent. It was noted that the *Communiqué* is a good tool to convey information to the provider community.

***Next Quarterly Meeting***

December 10, 2009, at 2:00 PM ET

*Sign up for any of our educational events on our [Website](#). Contact the Outreach Analyst hosting the event for more information.*