



Medicare Advantage and Prescription Drug Plan Audit & Enforcement

**CONFERENCE &
WEBCAST**

May 11, 2017 ■ 9:30 am – 4:30 pm EDT
CMS Grand Auditorium

CONFERENCE GUIDE



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Program Overview

This conference will provide insight into how MA and Part D organizations can best prepare for a CMS performance audit. Join CMS experts to learn about best practices of high performing organizations, common findings from audits, and enforcement consequences. All CMS MA and Part D Sponsors are encouraged to attend.

This one day event will be held on **Thursday, May 11, 2017, from 9:30 am – 4:30 pm EDT** and will consist of sessions filled with subject matter expert speakers and shared information on the following topics:

- **2017 Program Audits**
Enhancements and Process Improvements
Universe Submissions and Record Layouts
- **2017 Audit Protocol Updates**
Compliance Protocol Changes
MMP Audits and Coordination
- **Medication Therapy Management (MTM) Panel**
Sponsor Insight and Lessons Learned from an MTM Pilot Audit
- **2016 Program Audit and Enforcement Report**
- **Timeliness Monitoring**
- **Civil Money Penalty (CMP) Methodology**
Comments Review



Agenda

7:00 am - 9:30 am	CHECK-IN/BADGING
9:30 am - 9:45 am	Welcome/Remarks Stacey Plizga, PRI Moderator Vikki Ahern, Director, Medicare Parts C and D Oversight and Enforcement Group
9:45 am - 10:45 am	2017 Program Audits Enhancements and Process Improvements Fatima Mohamed, CM Angelique Morris, CM Universe Submissions and Record Layouts Doreen Gagliano, CM Marie Gutierrez, CM
10:45 am - 11:30 am	2017 Audit Protocol Updates Compliance Protocol Changes Vernisha Robinson-Savoy, CM MMP Audits and Coordination Lauren Brandow, CM Marla Rothouse, CM
11:30 am - 12:30 pm	LUNCH BREAK
12:30 pm - 1:15 pm	Medication Therapy Management (MTM) Panel Emily Greenspon, CM, Moderator Sponsor Insight and Lessons Learned from an MTM Pilot Audit Theodore Regalia, Ministry Health Care Crystal Chang, SCAN Health Plan Kempton Presley, Representing SCAN Health Plan
1:15 pm - 2:00 pm	2016 Program Audit and Enforcement Report Greg McDonald, CM
2:00 pm - 2:45 pm	Timeliness Monitoring Jennifer Smith, CM Alice Lee-Martin, CM
2:45 pm - 3:00 pm	AFTERNOON BREAK
3:00 pm - 3:45 pm	Civil Money Penalty (CMP) Methodology Comments Review Kevin Stansbury, CM
3:45 pm - 4:25 pm	Open Q & A Session
4:25 pm - 4:30 pm	CLOSING REMARKS

Session Summaries

2017 Program Audits

Enhancements and Process Improvements

Fatima Mohamed, BS, Health Insurance Specialist, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Angelique Morris, Health Insurance Specialist/Auditor-in-Charge, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

CMS conducts program audits of parent organizations participating in the Part C and Part D programs to ensure beneficiaries receive appropriate access to drugs and medical services. In this presentation, we will discuss enhancements and changes to the program audit process in 2017.



Universe Submissions and Record Layouts

Doreen Gagliano, MA, MSW, Technical Advisor, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Marie Gutierrez, BS, Health Insurance Specialist, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

CMS conducts program audits of parent organizations participating in the Part C and Part D programs to ensure beneficiaries receive appropriate access to drugs and medical services. In this presentation, we will provide helpful tips about submitting audit universes and understanding record layouts. In addition, answers to commonly asked questions will be discussed.

2017 Audit Protocol Updates

Compliance Protocol Changes

Vernisha Robinson-Savoy, MBA, MS, Technical Advisor, Division of Analysis, Policy and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

This session will provide participants with an understanding of the new design and objectives of the 2017 Compliance Program Effectiveness audit protocol.

MMP Audits and Coordination

Lauren Brandow, MPP, Health Insurance Specialist, Division of Analysis, Policy, and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Marla Rothouse, Esq, MBA, Senior Advisor, Medicare-Medicaid Coordination Office, CMS

Session Summaries

This session will explain the purpose, structure and content of the 2017 MMP audits protocols, as well as how the MMP audit will be integrated into Medicare Advantage program audits.

Medication Therapy Management (MTM) Panel

Emily Greenspon, Moderator, PharmD, Pharmacist, Division of Analysis, Policy, and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Sponsor Insight and Lessons Learned from an MTM Pilot Audit

Theodore S. Regalia, RPh, Director of Pharmacy, Ministry Health Plan

Crystal C. Chang, PharmD, Manager, Clinical Pharmacy Services, SCAN Health Plan

Kempton Presley, MPH, MS, BA, Vice President, Business Information Solutions & Client Performance, PharmMD, (Representing SCAN Health Plan)

This session will include an MTM panel that will share what they have learned from the pilot audit experience, including any operational or oversight changes/enhancements they recommend. The panel members may also share processes that they have implemented or considered to successfully administer the program as a result of their audit experience.

2016 Program Audit and Enforcement Report

Greg McDonald, MPP, Health Insurance Specialist, Division of Analysis, Policy and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

This session will give participants an overview of the results of MOEG's 2016 program audits. Topics discussed include audit scoring, audit landscape, common conditions seen during 2016 audits, and the enforcement actions taken as a result of the non-compliance discovered.

Timeliness Monitoring

Jennifer Smith, MPA, Director, Division of Analysis, Policy and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Alice Lee-Martin, PharmD, Deputy Division Director, Division of Clinical and Operational Performance, Medicare Drug Benefit Group, Center for Medicare, CMS

This session will provide participants with an overview of the Timeliness Monitoring Project, which collects key Medicare Advantage and Prescription Drug coverage and appeals data to evaluate timeliness of processing these requests and compliance with auto-forwarding cases to the Independent Review Entity. We will discuss how data collection is currently being conducted and possible uses of the data, including informing two Part C and two Part D Star ratings measures.

Civil Money Penalty (CMP) Methodology Comments Review

Kevin Stansbury, EJD, Acting Director/Deputy Director, Division of Compliance Enforcement, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

This session will provide participants with an introduction to the Civil Money Penalty (CMP) Methodology that CMS uses to calculate penalties for certain program violations of Medicare Advantage Organizations and Prescription Drug Plans. CMS posted this methodology for public comment and then released the final methodology on December 15, 2016. This methodology will be utilized to calculate CMPs for contract year 2017 and beyond.

Speaker Biographies

Vikki Ahern

MAS, CHC, Director, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Vikki Ahern has been with the Centers for Medicare & Medicaid Services (CMS) for 12 years and serves as the Director for the Medicare Parts C and D Oversight and Enforcement Group (MOEG) in the Center for Medicare, where she most recently served as the Deputy Director for two years. Prior to being in MOEG, Vikki spent ten years in the Medicare Drug Benefit and C and D Data Group and was the Director of the Division of Clinical and Operational Performance (DCOP). Vikki also recently completed the Senior Executive Service (SES) Candidate Development Program and served on an SES rotation as the Senior Innovation Advisor in the Office of the Chief Strategic Officer at the Social Security Administration. In her role as Director of MOEG, Vikki is responsible for Medicare Advantage (MA) and Medicare Prescription Drug Benefit (Part D) program compliance, audit and enforcement. As the Director of DCOP, Vikki played a key role in a variety of areas of Part D operations and analysis, including Medication Therapy Management, Patient Safety, Part D Reporting Requirements, Reducing Overutilization of Opioids, the Medicare Plan Finder, and the Complaint Tracking Module. In addition, Vikki was integral in the development, implementation and growth of the Part D Star

Ratings. Prior to joining CMS, Vikki worked for a large national pharmacy benefit management company and two academic institutions. She received her Bachelor's degree from the University of Richmond and her Master's degree from the Johns Hopkins University School of Continuing Studies.

Lauren Brandow

MPP, Health Insurance Specialist, Division of Analysis, Policy, and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Ms. Brandow began working in the Medicare Parts C and D Oversight and Enforcement Group (MOEG); Division of Analysis, Policy & Strategy (DAPS) in January 2016. Prior to her position with DAPS, Lauren worked at the Center for Medicare & Medicaid Innovation (CMMI) in the Division of Payment Models, where she served as a Project Officer in the Bundled Payments for Care Improvement (BPCI) initiative. Before joining CMMI, Lauren worked for CMS in the Division of Medicare Health Plans Operations (DMHPO) at the Dallas Regional Office, where she served as the Special Assistant to the DMHPO Associate Regional Administrator. While at the Dallas RO, she was also a caseworker for Medicare Parts C and D and the Health Insurance Marketplace.

Darryl Brookins

MBA, Health Insurance Specialist, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Darryl Brookins is a Health Insurance Specialist in the Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group at the Centers for Medicare & Medicaid Services in Baltimore, Maryland. Mr. Brookins is currently responsible for developing and implementing a comprehensive and effective program audit and validation program for all Medicare Advantage and Prescription Drug sponsors. Mr. Brookins'



CMS CONTINUING EDUCATION (CMSCE) DISCLOSURE STATEMENT: No one in a position to control the content of this activity has anything to disclose.

The planners/developers of this activity have signed a disclosure statement indicating that he/she has no relevant financial interests. This activity was developed without commercial support.

Speaker Biographies

CMS experience also includes managing the contract for call center operations for the 1-800-MEDICARE beneficiary call line. He was also instrumental in implementing the Affordable Care Act (ACA) legislation (IRMAA Part D as well as Prescription Drug Coverage Gap Closure). Prior to CMS, Mr. Brookins was a Project Manager in the Power Industry. He holds a Bachelor of Science in Chemical Engineering from the University of Delaware, a Certificate of Business Management from Johns Hopkins University and a Master of Business Administration in Technology Management from the University of Phoenix.

Julie Burkhalter

BA, Senior Account Executive, PharmMD

Ms. Burkhalter has been employed by PharmMD since April 2014 as an Account Executive.

Crystal C. Chang

PharmD, Manager, Clinical Pharmacy Services, SCAN Health Plan

As the Manager of Clinical Pharmacy Services, Crystal C. Chang manages pharmacy quality through innovation, clinical program development, and collaboration with internal and external partners. Her scope of oversight includes, but is not limited to Medication Therapy Management, CMS Star Ratings, and Patient Safety. Prior to joining SCAN Health Plans in 2012, Crystal managed clinical programs at EnvisionRx and completed a managed care residency at Blue Shield of California. She received her Doctorate of Pharmacy at the University of Southern California.

Michael DiBella

JD, Director, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Michael DiBella is the Director of the Division of Audit Operations in the Medicare Parts C and D Oversight and Enforcement Group at the Centers for Medicare & Medicaid Services (CMS). Michael joined CMS in 2010 and has held various positions within the Oversight and Enforcement Group, including Auditor, Special Assistant and Director of the Division of Compliance Enforcement.

Kady Flannery

PharmD, Pharmacist, Division of Analysis, Policy, and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Kady Flannery joined the Medicare Parts C and D Oversight and Enforcement Group (MOEG) in 2014 as the Deputy Director for the Division of Analysis Policy and Strategy. Kady began working at CMS in 2005 and served more than eight years in the Division of Formulary and Benefit Operations, Medicare Drug Benefit and C and D Data Group as a member of the Formulary Team, as the Benefit Team Lead and lastly as the Division's Senior Technical Advisor.

Doreen Gagliano

MA, MSW, Technical Advisor, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Doreen Gagliano is the Technical Advisor for the Division of Audit Operations (DAO) in the Medicare Parts C and D Oversight and Enforcement Group, in the Center for Medicare at the Centers for Medicare & Medicaid Services in Baltimore, MD.

Emily Greenspon

PharmD, Pharmacist, Division of Analysis, Policy, and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Emily Greenspon is a pharmacist with the Division of Analysis, Policy and Strategy in the Medicare Parts C and D Oversight and Enforcement Group. Emily joined CMS in 2016. Before coming to CMS, Emily was a pharmacist with the Veterans Affairs Medical Center in Albuquerque, NM where she had earlier completed a fellowship program. Emily earned her Doctor of Pharmacy from the University of New Mexico College of Pharmacy.

Marie Gutierrez

BS, Health Insurance Specialist, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Ms. Gutierrez is a Health Insurance Specialist with the Division of Audit Operations of the Medicare Parts C and D Oversight and Enforcement Group in the Center for Medicare at the Centers for Medicare & Medicaid Services (CMS). She began her CMS career in 1999 and worked in the Philadelphia and Chicago Regional Offices and Central Office's Medicare Drug and Health Plan Contract Administration Group. Prior to joining

Speaker Biographies

CMS, she worked as a compliance executive for various managed care organizations.

Sharon K. Jhawar

PharmD, MBA, BCGP, Corporate Vice President and Chief Pharmacy Officer, SCAN Health Plan

As Corporate Vice President and Chief Pharmacy Officer, Sharon Jhawar optimizes the pharmacy benefit for SCAN Health Plan. Her responsibilities include ensuring a compliant Medicare Part D pharmacy program, contracting and oversight of delegated Pharmacy Benefit Manager operations, and developing and managing innovative clinical programs to ensure safe and appropriate medication use by SCAN Health Plan members. Prior to joining SCAN in 2003, Sharon completed a geriatric residency program at the VA Greater Los Angeles Healthcare System, Sepulveda Division. She received her doctorate in pharmacy from the University of Southern California and holds a Master of Business Administration from the Paul Merage School of Business at the University of California, Irvine. She is a Certified Geriatric Pharmacist. A frequent speaker, Sharon has also been published in healthcare trade magazines including *Managed Healthcare Executive* and *Pharmacy Times*.

Alice Lee-Martin

PharmD, Deputy Division Director, Division of Clinical and Operational Performance, Medicare Drug Benefit Group, Center for Medicare, CMS

Alice Lee-Martin is the Deputy Division Director of the Division of Clinical and Operational Performance in the Center for Medicare at CMS. She joined CMS in 2005 to support the implementation of the Part D benefit. Her division is responsible for first line monitoring and oversight of all Part D sponsors offering the Medicare Prescription Drug Benefit. These responsibilities include the public release of the Part D Star Ratings (that includes data on quality and performance measures) on the Medicare Plan Finder and the CMS website, Part D program analyses, Part D reporting requirements, Overutilization Monitoring System (OMS), and Medication Therapy Management (MTM) programs. Prior to CMS, Alice served in various roles as a clinical pharmacist, P&T co-chair, and regional and area clinical coordinators for a large national HMO. Alice received her Doctor of Pharmacy from the University of Maryland.

Ann Levinstim

MBA, JD, Technical Advisor, Division of Compliance Enforcement, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Ann Levinstim is a Technical Advisor in the Division of Compliance Enforcement in the Medicare Parts C and D Oversight and Enforcement Group. Ann joined CMS in 2008, and has been instrumental in enhancing Medicare Parts C and D enforcement policy and operations. Ann has led the imposition of enforcement actions on MAO and Part D

sponsors for program compliance violations, and then worked with those same organizations to help correct systemic noncompliance. Prior to joining CMS, Ann worked in the private sector in Human Resources and also at the Baltimore City State's Attorney's office as a law clerk. She holds a Bachelor of Arts degree from Goucher College, a Master of Business Administration with a concentration in Human Resources from the University of Phoenix, and a Law degree with a concentration in Public and Government services from the University of Baltimore, School of Law.

Greg McDonald

MPP, Health Insurance Specialist, Division of Analysis, Policy and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Mr. McDonald earned a Master of Public Policy degree in 2013, and has spent much of his time with MOEG conducting various analyses for both internal and external stakeholders. He is also involved with Organization Determinations, Appeals and Grievances (ODAG) audit policy and has served as a member of ODAG's Program Audit Consistency Team (PACT) since 2015. Before coming to CMS, he worked as an administrator in higher education.

Fatima Mohamed

BS, Health Insurance Specialist, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Speaker Biographies

Fatima Mohamed is a Health Insurance Specialist in the Division of Audit Operations in the Medicare Parts C and D Oversight and Enforcement Group at the Centers for Medicare & Medicaid Services (CMS). Fatima joined CMS in 2013 and has worked in various components within CMS, including the Medical Loss Ratio Division, The Early Retirees Reinsurance Program and the CO-OP division all within the Center for Consumer Information and Insurance Oversight (CCIIO) Group. Prior to joining CMS, Fatima worked as a Senior Insurance Examiner for the Maryland Insurance Administration for six years.

Angelique Morris

Health Insurance Specialist/Auditor-in-Charge, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Angelique Morris is an Auditor in Charge in the Division of Audit Operations (DAO), Medicare Parts C and D Oversight and Enforcement Group (MOEG), where her primary function is executing the Medicare Advantage and Prescription Drug Program performance audits. Angelique joined CMS in 2012 under the Center for Consumer Information and Insurance Oversight (CCIIO).

Kempton Presley

MPH, MS, BA, Vice President, Business Information Solutions & Client Performance, PharmMD

Mr. Presley currently serves as the VP of Business

Information Solutions & Client Performance at PharmMD. A member of the management team, he leads a multi-disciplinary team of client account strategists, operation process experts, data science gurus, and business analysts to meet current and future market needs. Kempton oversees translation of data to information that drives internal performance and delivers external insights. He is tasked with P&L responsibility for Medication Therapy Management (MTM) and Medication Risk Management (MRM) business lines. He has a direct line of accountability for account retention and expansion. Mr. Presley worked previously for Anthem. He was a two-term Lecturer at Columbia University, and has co-authored work published in the *Journal of Biomedical Informatics*.

Theodore S. Regalia

RPH, Director of Pharmacy, Ministry Health Plan

Mr. Regalia has been employed by Network Health as the Pharmacy Director since July 2016. Mr. Regalia previously served as a pharmacy director for a Managed Care SNP. Additional experience includes managing both retail and long-term care pharmacies. Mr. Regalia is a clinical instructor for UW-Madison School of Pharmacy.

Jessica Robinson

BS, Deputy Director, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Jessica Robinson is the Deputy Director of the Division of Audit Operations in the Medicare Parts C and D Oversight and Enforcement Group at the Centers for Medicare & Medicaid Services (CMS). Jessica joined CMS in 2012 and has 12 years of auditing experience with the federal government. She holds a Bachelor of Science degree from Mount St. Mary's University in Business Administration with a minor in Economics.

Vernisha Robinson-Savoy

MBA, MS, Technical Advisor, Division of Analysis, Policy and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Vernisha Robinson-Savoy earned a Bachelor of Science in Health Information Management from Clark Atlanta University in 2002, a Master of Science in Management from Troy University and a Master of Business Administration from New York University, Stern School of Business. She came to CMS in 2002 and has worked in many different components within the Center for Medicare including her current role as a Technical Advisor in the Division of Analysis, Policy and Strategy within the Medicare Parts C and D Oversight and Enforcement Group. As part of her job responsibilities, Ms. Robinson-Savoy develops the regulatory requirements and audit protocol to evaluate Medicare Parts C and D Sponsoring Organizations' compliance program effectiveness. Additionally, Ms. Robinson-Savoy provides technical

Speaker Biographies

guidance to internal and external stakeholders and makes recommendations regarding the effectiveness of audit activities and controls.

Marla Rothouse

Esq, MBA, Senior Advisor, Medicare-Medicaid Coordination Office, CMS

Marla Rothouse currently works as a Senior Advisor in the Medicare-Medicaid Coordination Office. Marla works on a variety of issues impacting the dual-eligible population including the Capitated Financial Alignment Demonstration. Prior to joining the Medicare-Medicaid Coordination Office, she held a variety of positions within the Medicare Drug Benefit and C and D Data Group. Marla served as Director of the Division of Pharmaceutical Manufacturer Management where she worked on the implementation of the Medicare Part D Coverage Gap Discount Program. Prior to working on the coverage gap, she served as the technical lead for the Drug Benefit Division on the annual Medicare Part D applications. Marla has held positions in not-for-profit organizations and state government. Prior to joining CMS, her positions included working for the State of New Jersey at their Washington, DC Office of the Governor, the State of Maryland's Washington, DC Office of the Governor and the National Conference of State Legislatures. Marla received her Bachelor of Arts from the University of Maryland and her Juris Doctorate and Master of Business Administration from the University of Baltimore.

Charles Rynearson

RPH, MS, Vice President Health Analytics & Pharmaceutical Benefits, Ministry Health

Chuck Rynearson is responsible for application of analytics and data to a wide range of business scenarios — health analytics, reporting, solution development, research, quality, medical/pharmacy expense and utilization. In addition, he is responsible for the development of future pharmacy benefit designs and formulary management. Chuck graduated from the University of Wisconsin-Madison with his BS in pharmacy and later earned his MS in Health Care Management at the University of Wisconsin-Milwaukee. Chuck has over 19 years of managed care experience. He helped to set up the Medicare Advantage Part D program at Network Health and has been working with the program since its inception in 2006.

Jennifer Smith

MPA, Director, Division of Analysis, Policy and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Jennifer Smith joined CMS in 1998 as a Presidential Management Intern and has spent much of her career focusing on Medicare contractor and plan oversight, operations, and compliance. She has held a variety of positions within CMS' Program Integrity Group, Medicare Enrollment and Appeals Group, the Employer Policy & Operations Group, and her current

group's predecessor, the Program Compliance and Oversight Group. In her current position, Jennifer is responsible for developing the audit strategy for the Medicare Advantage, Prescription Drug, and PACE programs, as well as developing audit, enforcement, and compliance program effectiveness policy for the MA and Part D programs. Jennifer received her bachelor's degree in criminal justice and her master's degree in public administration, both from the University of Delaware.

Kevin Stansbury

EJD, Acting Director/Deputy Director, Division of Compliance Enforcement, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Kevin Stansbury is the Acting Director of the Division of Compliance Enforcement (DCE) in the Medicare Parts C and D Oversight and Enforcement Group (MOEG). Kevin has been with CMS since 2002 and has over 12 years' experience specific to Medicare Parts C and D program oversight. His roles have included Technical Advisor and Special Assistant in MOEG as well as Lead Medicare Part C Analyst in the CMS Office of Legislation. Prior to his career at CMS, Kevin served as a financial auditor from 1999 to 2002. Kevin earned an Executive Juris Doctor concentrating in Health Law from Kaplan University's Concord Law School in 2009 and a Bachelor of Business Administration in Accounting from Loyola University Maryland in 1999.

On-Site Participants

Housekeeping Rules

- All visitors must be in possession of a valid and current government issued form of photo identification, such as a driver's license, age of majority card, passport or visa; and will be subject to a thorough vehicular inspection.
- Conference attendees must restrict themselves to the first floor Central Building Lobby, Conference Room Center, and Lower Level Lobby/Cafeteria in the Central Building.
PLEASE NOTE: VISITORS MUST BE ESCORTED BY A CMS EMPLOYEE OUTSIDE OF THE AREAS LISTED ABOVE.
- Food and beverages are not allowed in the Grand Auditorium, so please refrain from bringing items into these areas.
- Smoking is not permitted anywhere in the CMS complex. You must go offsite to smoke.
- Telephones and restrooms are located just outside the Pre-function Area on the left before you go back to the Central Building first floor lobby and also across the first floor lobby near the central building security desk.
- The cafeteria is located on the lower level of the Central Building. Lunch will begin at 11:30 am. There will be an afternoon break at 2:45 pm. Please have your money ready for the cashier when you get in line.

Hotel and Travel Accommodations

Conference Venue

Centers for Medicare & Medicaid Services
Grand Auditorium
7500 Security Boulevard
Baltimore, MD 21244

Baltimore/Washington International Airport (BWI) serves as the most convenient airport in the Baltimore, MD area. For additional airport, ground transportation, car rentals, and shuttle information, please click [here](#).

For hotel accommodations, it is recommended that you lodge in [downtown Baltimore](#) or near the [Baltimore Washington International airport](#).

Transportation

AMTRAK

Our city is served by AMTRAK which is located at Pennsylvania Station (Penn Station), five minutes north of the downtown area. The fast moving Metro liner has brought back the grand age of trains between Baltimore, Washington, DC, Philadelphia, and New York. The MARC commuter train operates weekdays along the Baltimore/Washington corridor with two lines that leave from Washington's Union Station and arrive in Baltimore at either Camden or Penn Station.

BWI Airport Shuttle and Taxi Service

Baltimore/Washington International Airport (BWI) is approximately 14 miles away — a 15-30 minute ride to CMS. The taxi fare from the airport vicinity to CMS can vary in price (approximately \$20-\$30). Also, there are various shuttle services available. You'll need to contact them directly to arrange for this service and confirm their current prices along with the departure/arrival schedules.

If a [taxi service](#) is required to and/or from the CMS Main Auditorium, it is recommended that you schedule your [taxi service](#) in advance for drop off and/or pick up. For helpful tips while visiting the Baltimore, MD area, please click [here](#).

On-Site Participants

Car Rental

The majority of car rental agencies listed below service BWI Airport:

- Alamo
- Avis*
- Budget
- Dollar*
- Enterprise*
- Hertz*
- National
- Thrifty*

**Provides vehicles with hand controls for drivers with special needs.*

Directions

Southbound

From New York City: I-95 South to I-695 East (Baltimore Beltway) towards Glen Burnie. Follow I-695 to Exit 17 (Security Boulevard – West). Follow Security Boulevard to the end and CMS' main entrance will be located on your right.

From Central Pennsylvania: I-83 South to I-695 East (Baltimore Beltway) towards Glen Burnie. Follow I-695 to Exit 17 (Security Boulevard – West). Follow Security Boulevard to the end and CMS' main entrance will be located on your right.

Northbound

From Washington, DC: I-95 North to I-695 West (Baltimore Beltway) towards Towson. Follow I-695 to Exit 17 (Security Boulevard – West) toward Rolling Road. Follow Security Boulevard to the end and CMS' main entrance will be located on your right.

From BWI Airport: Baltimore and Washington Parkway (MD-295 to I-695 West (Baltimore Beltway) towards Towson to Exit 17 (Security Boulevard – West) toward Rolling Road. Follow Security Boulevard to the end and CMS' main entrance will be located on your right.

General Information

Check-in/Badging

Check-in is located in the main lobby at CMS for non-CMS participants, and will open Thursday, May 5th, from 7:00 am until 9:30 am EDT. All Medicare Advantage and Prescription Drug Plan Audit & Enforcement Conference & Webcast attendees and sponsors are required to wear their badges at all times during the event. Badges are not transferable.

Changes/Cancellations

If your organization's representative is unable to attend, please email us at CTEO@cms.hhs.gov immediately so that we can accommodate other participants on-site.

Accommodations for People with Special Needs*

- Assistive listening devices for the hearing impaired
- Captioning services
- Interpreters
- Foreign language services
- Special mobility service for the physically challenged
- Large print or Braille material
- Special access considerations
- Designated areas for wheelchairs and visually impaired

**May be available upon request by Monday, April 24, 2017*

Automated Teller Machine (ATM)

For your convenience, there is an ATM cash machine on the lower level next to the Credit Union.

On-Site Participants

Mobile Phone Use

Please be courteous to conference speakers and fellow attendees by silencing your mobile phones while attending sessions.

First Aid Information

Due to the large size of the facility, be prepared to identify the location of the emergency exits. A first aid station is available within CMS. We ask that conference attendees please contact event staff immediately should you require assistance.

Security/Emergency Information

Building security is available 24 hours a day, 365 days a year and is responsible for the overall protection of the CMS facility, property,

visitors, and employees, as well as for providing service and assistance to all patrons.

Smoking Policy

CMS is a nonsmoking building. Smoking is prohibited in all areas.

Lunch Service Options at CMS

Order lunch from the CMS cafeteria from your mobile device or online and have it ready and waiting for you in the building! That's right — no need to spend money on gas — just beat the heat and relax at your seat as we prepare your lunch for you! The CMS cafeteria accepts all major credit cards.

PRE-ORDERS DEADLINE DATE: Friday, May 5th by 11:59 am EDT.

On-site conference attendees can pre-order their lunch in advance in order to expedite the process. Pre-orders must be done online (see links below) no later than **11:59 am EDT, Friday, May 5th**.

You must create an account and password in order to place your order for pickup at 7500 Security Blvd.

- **Catering Made Easy:**
<https://cms.catertrax.com/shopcatgroup.asp?id=1&intOrderID=&intCustomerID=>
- **Simply to Go Catering:**
<https://cms.catertrax.com/shopcatgroup.asp?id=2&intOrderID=&intCustomerID=>



On-Site Participants

- CHECKLIST** In preparation, we encourage you to take a few minutes to review the following:
- ONLY PRE-AUTHORIZED EVENT ATTENDEES WILL BE ALLOWED ON-SITE:** *Please arrive at CMS' Headquarters no later than one hour before the start of the event* in order ensure that all event attendees are able to clear the CMS security procedures and are comfortably prepared to attend the event.
- Note:** Please provide the CMS Security Guards at the front gate with your first and last name, valid and current photo ID and the nature of your visit (ex: CMS Medicare Advantage and Prescription Drug Plan Audit & Enforcement Conference & Webcast event.) Only registered/pre-authorized attendees on our list will be allowed to enter CMS.
- Parking:** Visitor parking is available and is indicated by white lines. Do not park between the yellow lines as there is the risk of your vehicle being ticketed and towed.
- CMS Onsite Security Procedures:** CMS security procedures comprise of a vehicle search, walkthrough scanning device, and X-ray scanning of personal items. All visitors must provide at least one form of a valid photo ID (ex: drivers license); and will be signed in by a member of the conference staff who will escort you to the CMS auditorium.
- CMS Auditorium:** All visitors will be briefed on the resources and amenities of CMS upon arrival and will have access to the CMS auditorium. The CMS Auditorium is equipped with a live video/audio feed of the webcast.
- Lunch Service Options at CMS:** **PRE-ORDERS DEADLINE DATE: Friday, May 5th by 11:59 am EDT. You must create an account and password in order to place your order for pickup at 7500 Security Blvd. Catering Made Easy:** <https://cms.catertrax.com/shopcatgroup.asp?id=1&intOrderID=&intCustomerID=> or **Simply to Go Catering:** <https://cms.catertrax.com/shopcatgroup.asp?id=2&intOrderID=&intCustomerID=>.
- Event Materials:** In our efforts to "Go Green", we ask that you download and print event materials (i.e., agenda, presentations, conference guide, etc.) prior to your arrival to the event — click here: http://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming_Current_Events.html.
- Your Points of Contact:** Should you encounter any difficulties during your travels to CMS Headquarters, please contact us via email at CTEO@cms.hhs.gov.

Webcast Participants

Viewing Tips for YouTube and USTREAM

This conference can be viewed virtually by using two different application platforms, YouTube and USTREAM.

YouTube: In order to view the live stream of the conference via YouTube, make sure you have the most up to date browser and a good Internet connection. If you are having difficulty playing the following live stream please either use Internet Explorer to view the live stream or change your YouTube player from Flash to HTML5 and refresh your browser window. The Flash based YouTube player is currently not accessible to screen readers. [Click here to visit the YouTube HTML5 page to switch your player if you are having trouble playing this video.](#)

USTREAM: To learn more information regarding tips for the best viewing experience on "USTREAM," click this link: <https://ustream.zendesk.com/entries/22546906-Tips-for-Best-Viewing-Experience-on-Ustream>.

You will be able to obtain information and instructions on how to:

- Watch at a lower quality
- Update browser
- Install and update Adobe Flash
- Check internet and bandwidth
- Check computer resources
- Disable or enable hardware acceleration
- Check that USTREAM content is not blocked by an Ad-Blocker, Firewall, or being filtered on your local network
- Solve the most common problems
- View the event from a mobile device — most streams on USTREAM are available for viewing on iOS and Android devices

How to Join the Webcast

Please Note: In order to join the live webcast, you must register for this event. Only confirmed registered participants, will be able to access and join the live webcast.

The webcast will be held Thursday, May 11, 2017, from 9:30 am – 4:30 pm EDT. **To facilitate easy access to the webcast, please log in between 9:00 am – 9:30 am EDT on May 11, 2017.**

The webcast will begin at 9:30 am EDT.

All participants will be able to see and, using speakers and/or headphones, hear the webcast via their computer. Participants will not be able to participate verbally during the webcast.

Technical Support

CMS will provide a call-in feature for this event for use by those attendees who (1) cannot access sound from their computers, or (2) may experience technical difficulties. Attendees should not call the teleconference line unless it is necessary to hear the webcast.

Attendees should report **technical difficulties** by contacting the CTEOTechSupport Team via email at CTEOTechSupport@cms.hhs.gov during the webcast. If you need to utilize the call-in feature, the number will be provided to you at that time.



CHECKLIST In preparation, we encourage you to take a few minutes to review the following:



In order to join the live webcast, you must register for this event. Only confirmed registered participants will be able to access and join the live webcast.



Click the following link to get more information regarding tips for the best viewing experience on USTREAM: <https://ustream.zendesk.com/entries/22546906-Tips-for-Best-Viewing-Experience-on-Ustream>.



Report technical difficulties by contacting the CTEOTechSupport team via email at CTEOTechSupport@cms.hhs.gov during the webcast. If you need to utilize the call-in feature, the number will be provided to you at that time.

Continuing Education Activity Information & Instructions

Activity Description

The goal of this activity is to educate Medicare Advantage and Prescription Drug Plan Sponsoring Organizations, CMS staff and other CMS partners, staff-level operations, mid-level management and senior executives regarding updates to existing Medicare policies, new policies, policy updates, and technology updates; provide enrollment and eligibility understanding for various Medicare beneficiaries; and how to fight fraud and abuse within the Medicare program.

Credits Available

The Centers for Medicare & Medicaid Services (CMS) is evaluating this activity for continuing education (CE) credit. The number of credits awarded will be calculated following the activity based on the actual learning time. Final CE information on the amount of credit and post-activity assessment and evaluation will be available to participants after the live activity.

Accreditation Statements

[Please click here for accreditation statements.](#)

Additional Continuing Education Activity Information

http://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming_Current_Events.html.



Additional Resources

CTEO Website

To learn more about this event and future events, please visit our website:

http://cms.gov/Outreach-and-Education/Training/CTEO/Compliance_Training_Education_and_Outreach.html.

Event Materials

Event materials can be found on our Outreach and Education web page at: http://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming_Current_Events.html.

Post Event Online Survey

Please complete your **2017 Medicare Advantage and Prescription Drug Plan Audit & Enforcement** evaluation survey online at: https://www.surveymonkey.com/r/2017Audit_Participant_Survey_Final. **The survey will be available until Monday, May 15, 2017 until 9:00 pm EDT.**

Technical Support

Report technical difficulties by contacting the CTEOTechSupport Team via email at CTEOTechSupport@cms.hhs.gov during the webcast.

For Questions Related to Conference Topics

Email Part_C_Part_D_Audit@cms.hhs.gov (Part_C_Part_D_Audit@cms.hhs.gov). Please include "Questions for 2017 MA and PDP Audit & Enforcement Conference" in the subject line.

Special Thanks to...

CM Leadership

CMS & Guest Speakers

OC – CMS Division of Design Services

OOM – CMS Logistical & Technical Team

CMS' Continuing Education (CMSCE) Team

CTEO Team – CM/BOS2 Staff & PRI & Poll Everywhere (CTEO Contractor Support)



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