AGENDA

7:30 am - 9:30 am	**CHECK-IN/BADGING**
9:30 am - 9:45 am	**Welcome/Remarks** Kaye Rabel & Stacey Plizga, Provider Resources, Inc. Moderators
9:45 am - 11:15 am	**Medicare Communications and Marketing Guidelines & Provider Directory Updates** Jeremy Willard, CMS Christine Reinhard, CMS
11:15 am - 11:45 am	**OACT Intro** Paul Spitalnic, CMS
11:45 am - 12:45 pm	**LUNCH BREAK**
12:45 pm - 1:30 pm	**Best Practices for Classifying Grievances, Appeals and Coverage Requests** Staci Paige, CMS Coretta Edmondson, CMS Destiny Gordon, BC/BS of Tennessee Crescent Moore, BC/BS of Tennessee
1:30 pm - 2:00 pm	**Meet the Center for Medicare Directors** Kathryn Coleman, CMS Amy Larrick, CMS Jerry Mulcahy, CMS John Scott, CMS Rebecca Paul, CMS* *Acting Deputy Director, MPPG, CMS
2:00 pm - 2:15 pm	**AFTERNOON BREAK**
2:15 pm - 2:30 pm	**Keynote Address** Demetrios Kouzoukas, Principal Deputy Administrator and Director, Center for Medicare
2:30 pm - 3:15 pm	**Medicare Advantage and the Quality Payment Program** **QPP Perspective**: Adam Conway, CMS **MAQI Demonstration**: Jason Petroski, CMS
3:15 pm - 4:00 pm	**Tackling the Opioid Crisis in Medicare Advantage & Part D** Jaclyn Jacobson, Martin's Point Erin McKenna, Aetna Annie Schuster, Cigna-HealthSpring Howard Shaps, WellCare
4:00 pm - 4:25 pm	**Open Q & A Session**
4:25 pm - 4:30 pm	**CLOSING REMARKS**