



# Medicare Advantage & Prescription Drug Plan



**SPRING CONFERENCE & WEBCAST**

# CONFERENCE GUIDE



**MAY 9, 2018 • 9:30 am – 4:30 pm EDT  
CMS GRAND AUDITORIUM**

 **#CTEOCON**

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# Program Overview

**CMS EXPERTS** will be coming together to provide important information for the 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 and technology.

This one-day event will be held on **Wednesday, May 9, 2018, from 9:30 am to 4:30 pm EDT** and will consist of sessions presented by subject matter expert speakers and information on the following topics:

- **Encounter Data**
- **Star Ratings Timeline**
- **Medicare Advantage Benefit Flexibility (Supplemental Benefits and Uniformity)**
- **Talking to Beneficiaries about their Plan Choices**
- **CARA/Opioids**
- **Network Adequacy Review Roundtable Discussion**
- **The Da Vinci Project & Blue Button 2.0: Interoperability Initiatives in Medicare FFS and Medicare Advantage**
- **Open Q & A Session**



# Agenda



<b>7:00 am - 9:30 am</b>	<b>CHECK-IN/BADGING</b>
9:30 am - 9:45 am	<b>Welcome/Remarks</b> Kaye Rabel & Stacey Plizga, Provider Resources, Inc. Moderators
9:45 am - 10:15 am	<b>Encounter Data</b> Shruti Rajan, CM Monica Reed-Asante, CM
10:15 am - 10:45 am	<b>Star Ratings Timeline</b> Liz Goldstein, CM Sarah Gaillot, CM Elizabeth Flow-Delwiche, CM
10:45 am - 11:30 am	<b>Medicare Advantage Benefit Flexibility (Supplemental Benefits and Uniformity)</b> Heather Kilbourne, CM Brandy Alston, CM
<b>11:30 am - 12:30 pm</b>	<b>LUNCH BREAK</b>
12:30 pm - 1:15 pm	<b>Talking to Beneficiaries about their Plan Choices</b> Erin Pressley, OC Jon Booth, OC
1:15 pm - 2:00 pm	<b>CARA/Opioids</b> Lisa Thorpe, CM Michelle Ketcham, CM Gail Sexton, CM Sabrina Sparkman, CM
2:00 pm - 2:15 pm	<b>Keynote Session</b> Seema Verma, Administrator, Centers for Medicare & Medicaid Services
<b>2:15 pm - 2:30 pm</b>	<b>AFTERNOON BREAK</b>
2:30 pm - 3:15 pm	<b>Network Adequacy Review Roundtable Discussion</b> Theresa Wachter, CM Kelley Ordonio, CM Christine Reinhard, CM Nyetta Patton, CM
3:15 pm - 4:00 pm	<b>The Da Vinci Project &amp; Blue Button 2.0: Interoperability Initiatives in Medicare FFS and Medicare Advantage</b> <b>The Da Vinci Project</b> <b>Blue Button 2.0</b> Melanie Combs-Dyer, CPI                      Allison Oelschlaeger, OEDA
4:00 pm - 4:25 pm	<b>Open Q &amp; A Session</b>
<b>4:25 pm - 4:30 pm</b>	<b>CLOSING REMARKS</b>

# Session Summaries

## Encounter Data

**Shruti Rajan**, MPP, Technical Advisor, Division of Encounter Data Risk Adjustment Options, Medicare Plan Payment Group, Center for Medicare, CMS

**Monica Reed-Asante**, PharmD, CDR, USPHS, Deputy Director, Division of Payment Policy, Medicare Plan Payment Group, Center for Medicare, CMS

CMS will provide an update on Medicare Advantage payment activities, including an update on encounter data submissions, risk adjustment, and Part D operations.

## Star Ratings Timeline

**Liz Goldstein**, PhD, Division Director, Division of Consumer Assessment and Plan Performance, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS

**Sarah Gaillot**, PhD, Social Science Research Analyst, Division of Consumer Assessment and Plan Performance, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS

**Elizabeth Flow-Delwiche**, PhD, Social Science Research Analyst, Division of Consumer Assessment and Plan Performance, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS

Participants will be provided with an update on recent enhancements to the Star Ratings program. The topics will include: measure updates, consolidation policies, scaled reductions, disaster policy and CAI adjusted measure set.

## Medicare Advantage Benefit Flexibility (Supplemental Benefits and Uniformity)

**Heather Kilbourne**, JD, Health Insurance Specialist, Division of Policy, Analysis, and Planning, Medicare Drug and Health Plan Contract Administration Group, Center for Medicare, CMS

**Brandy Alston**, MPP, Health Insurance Specialist, Division of Policy, Analysis, and Planning, Medicare Drug and Health Plan Contract Administration Group, Center for Medicare, CMS

This session will provide a summary of the new policy for Medicare Advantage.



## Talking to Beneficiaries about their Plan Choices

**Erin Pressley**, MS, Director, Creative Services Group, Office of Communications, CMS

**Jon Booth**, Director, Web and New Media Group, Office of Communications, CMS

This session will provide participants with an overview of Medicare plan choice research that led us to update Medicare educational materials for beneficiaries, including publications and web content, to help them better understand their Medicare coverage choices. Participants will learn about our ongoing efforts to help ease the decision-making process and what we're planning for the upcoming Open Enrollment season.

## CARA/Opioids

**Lisa Thorpe**, JD, LLM, Health Insurance Specialist, Division of Part D Policy, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS

**Michelle Ketcham**, PharmD, MBA, Division Director, Division of Clinical and Operations Performance, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS

**Gail Sexton**, BS, RN, Health Insurance Specialist, Division of Enrollment and Eligibility Policy, Medicare Enrollment and Appeals Group, Center for Medicare, CMS

**Sabrina Sparkman**, BA, Health Insurance Specialist, Division of Appeals Policy, Medicare Enrollment and Appeals Group, Center for Medicare, CMS

# Session Summaries, continued

CMS will provide an overview of the Medicare Part D opioid overutilization policies in the 2019 Final Call Letter and C/D rule related to the implementation of the Comprehensive Addiction and Recovery Act of 2016 (CARA) drug management programs for 2019.

## Network Adequacy Review Roundtable Discussion

**Theresa Wachter**, MA, Health Insurance Specialist, Division of Policy, Analysis, and Planning, Medicare Drug and Health Plan Contract Administration Group, Center for Medicare, CMS

**Kelley Ordonio**, MPA, Health Insurance Specialist, Division of Medicare Advantage Operations, Medicare Drug and Health Plan Contract Administration Group, Center for Medicare, CMS

**Christine Reinhard**, BA, MBA, JD, Management Analyst, Division of Surveillance, Compliance, and Marketing, Medicare Drug and Health Contract Administration Group, Center for Medicare, CMS

**Nyetta Patton**, MSN, Manager, Health Plan Operations, Consortium for Medicare Health Plans Operations, Center for Medicare, CMS

This session will provide participants with an overview of the 2018 Medicare Advantage Network adequacy review process. Speakers will show participants a behind-the-scenes look at the timeline of CMS' network review activities.

## The Da Vinci Project & Blue Button 2.0: Interoperability Initiatives in Medicare FFS and Medicare Advantage

### THE DA VINCI PROJECT

**Melanie Combs-Dyer**, MS, Director, Provider Compliance Group, Center for Program Integrity, CMS

This session will provide participants with an overview of the HL7 Da Vinci Project, including the purpose and goals, as well as an understanding of the role of CMS/CPI in the Da Vinci Project.

The difficulty of identifying documentation requirements and prior authorization requirements has been a consistent source of burden on clinicians and their staff. Providers lack real-time access to this information at the point of care to the EHR or practice management system. In this presentation, we will discuss how CMS is working with the Da Vinci Project to

develop standards to allow providers to implement a lookup service into their EHR system which would allow them to discover prior authorization and documentation requirements in real-time for the item or service they are about to order for that patient's insurance.

### BLUE BUTTON 2.0

**Allison Oelschlaeger**, BSFS, Acting Director and CMS Chief Data Officer, CMS Office of Enterprise Data and Analytics, CMS

This session will provide participants with an overview of Medicare's Blue Button 2.0. CMS launched Blue Button 2.0 in March of 2018 to give beneficiaries enrolled in fee-for-service Medicare the ability to connect their claims data to applications, services, and research programs they trust. During this session, attendees will learn details about the technical build of Blue Button 2.0 and how CMS is engaging with developers.



# Speaker Bios



## **Brandy Alston**

*MPP, Health Insurance Specialist, Division of Policy, Analysis, and Planning, Medicare Drug and Health Plan Contract Administration Group, Center for Medicare, CMS*

Brandy Alston is a Health Insurance Specialist with the CMS Division of Policy, Analysis, and Planning in the Medicare Drug and Health Plan Contract Administration Group. She currently works on Medicare Advantage policy issues. Prior to joining CMS, Brandy worked as a budget analyst in local government. She also has a background in health policy research. Brandy has a Master's degree in Public Policy from the University of Maryland, Baltimore County.

## **Jon Booth**

*Director, Web and New Media Group, Office of Communications, CMS*

Jon Booth is the Director of the Web and New Media Group in the CMS Office of Communications (OC). In this position, Jon oversees the CMS public websites program, which includes Healthcare.gov, Medicare.gov, MyMedicare.gov, CMS.gov, Medicaid.gov, InsureKidsNow.gov, and other websites.

## **Melanie Combs-Dyer**

*MS, Director, Provider Compliance Group, Center for Program Integrity, CMS*

Melanie Combs-Dyer has been employed by CMS for over 25 years and has been the Director of the Provider Compliance Group since September 2013.

## **Elizabeth Flow-Delwiche**

*PhD, Social Science Research Analyst, Division of Consumer Assessment and Plan Performance, Medicare Drug*

*Benefit and C & D Data Group, Center for Medicare, CMS*

Elizabeth Flow-Delwiche works in the Division of Consumer Assessment and Plan Performance (DCAPP). Her formal education includes an undergraduate degree in engineering, Master's in teaching mathematics and applied sociology, and a Doctorate in public policy with a specialty in program evaluation and analytic methods. Before beginning her career at CMS, she was an associate professor in mathematics at a local community college and served as a research associate for the Maryland State Department of Education. She has worked at CMS for approximately six years. She began her career at CMS as a student intern in CCSQ in 2011. Prior to her position in DCAPP, she was the lead for the design and development of the Quality Rating System for the health plans offered in the Marketplace. Currently, Elizabeth serves as the statistics lead for the Medicare Star Ratings Program, and leads the development of the Emergency Department Patient Experience of Care Survey.

## **Sarah Gaillot**

*PhD, Social Science Research Analyst, Division of Consumer Assessment and Plan Performance, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS*

Sarah Gaillot is a social science research analyst at CMS where she serves as team lead for the Part C Star Ratings and leads the national implementation of the Consumer Assessment of Healthcare Providers & Systems (CAHPS) surveys for Medicare Advantage & Prescription Drug Plans. Prior to joining CMS, Sarah worked as a policy analyst at the RAND

Corporation, supported the Institute of Medicine's Board on the Health of Select Populations, and was a Fulbright grantee to South Korea. Sarah holds a PhD in Policy Analysis from the Pardee RAND Graduate School.

## **Liz Goldstein**

*PhD, Division Director, Division of Consumer Assessment and Plan Performance, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS*

Liz Goldstein is the Director of the Division of Consumer Assessment and Plan Performance at CMS. Since 1997 she has been working on the development and implementation of CAHPS (Consumer Assessment of Healthcare Providers and Systems) Surveys in a variety of settings, including health and drug plans, hospitals, home health agencies, in-center dialysis facilities, hospices and outpatient surgical departments. She oversees the Part C Star Ratings, the Star Ratings for Medicare Advantage quality bonus payments, Medicare HEDIS data collection, Part D enrollment analyses, and consumer testing related to plan choice communications and patient experience of care surveys.

## **Michelle Ketcham**

*PharmD, MBA, Division Director, Division of Clinical and Operations Performance, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS*

Michelle Ketcham is the Director of the Division of Clinical and Operational Performance in the Medicare Drug Benefit and C & D Data Group in the Center for Medicare at CMS. She has been employed by CMS since 2005, and her division is responsible for first

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# Speaker Bios, continued



line monitoring and oversight of 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, Medicare Part D opioid overutilization policy/Overutilization Monitoring System (OMS), and Medication Therapy Management (MTM) programs. Her career has also included positions at a large national PBM, and as a pharmacist and pharmacy manager for a community pharmacy. Dr. Ketcham received her Doctor of Pharmacy from the Philadelphia College of Pharmacy (University of the Sciences) and her MBA in Finance from Loyola College in Maryland.

## **Heather Kilbourne**

*JD, Health Insurance Specialist, Division of Policy, Analysis, and Planning, Medicare Drug and Health Plan Contract Administration Group, Center for Medicare, CMS*

Heather Kilbourne is a Health Insurance Specialist with the CMS Division of Policy, Analysis, and Planning in the Medicare Drug and Health Plan Contract Administration Group. She has over six years of experience working with Medicare Advantage policy, specializing in quality initiatives, rewards and incentives programs, benefit design, and various other policy issues. Heather has a Bachelor's degree in English and Economics from St. Mary's College of Maryland and a Juris Doctorate from American University Washington College of Law.

## **Allison Oelschlaeger**

*BSFS, Acting Director and CMS Chief Data Officer, CMS Office of Enterprise Data and Analytics, CMS*

Allison is the Acting Director of the Office of Enterprise Data & Analytics (OEDA) and

Chief Data Officer at CMS. She has been employed by CMS since August of 2010.

## **Kelley Ordonio**

*MPA, Health Insurance Specialist, Division of Medicare Advantage Operations, Medicare Drug and Health Plan Contract Administration Group, Center for Medicare, CMS*

Kelley Ordonio has been employed by CMS from March 2013 to the present as a Health Insurance Specialist in the Division of Medicare Advantage Operations (DMAO).

## **Nyetta Patton**

*MSN, Manager, Health Plan Operations, Consortium for Medicare Health Plans Operations, Center for Medicare, CMS*

Nyetta Patton earned a Masters, with honors, in Science and has developed Medicare Advantage training for Account Managers and sponsors in various formats such as printed materials, Web-Based Training (WBT), and slide presentations. She has conducted teleconferences, and one-on-one training for Medicare Part C, D, and ACA regulations, including fraud, waste and abuse requirements.

## **Erin Pressley**

*MS, Director, Creative Services Group, Office of Communications, CMS*

Erin Pressley has worked at CMS for 25 years, serving as the Director of the Creative Services Group within the Office of Communications for the past 11 years. Prior to that, she was the Director of the Division of Publications Development and a Specialist in Publications and Human Resources.

## **Shruti Rajan**

*MPP, Technical Advisor, Division of Encounter Data Risk Adjustment Options, Medicare Plan Payment Group, Center for Medicare, CMS*

Shruti has been employed by the Medicare

Plan Payment Group in the Center for Medicare since September 2015 as a health insurance specialist focusing on encounter data. In this role, she has worked on a range of analyses related to the Medicare Advantage Encounter Data System, as well as on submission guidance and communications with submitters. From September 2010 – 2015, she was employed by the Center for Consumer Information and Insurance Oversight, where she worked on data analysis for the Pre-Existing Condition Insurance Plan (PCIP) program as well as payment policy for the Marketplaces.

## **Monica Reed-Asante**

*PharmD, CDR, USPHS, Deputy Director, Division of Payment Policy, Medicare Plan Payment Group, Center for Medicare, CMS*

Commander (CDR) Reed-Asante is the Deputy Director of the Division of Payment Policy (DPP) in the Medicare Plan Payment Group (MPPG). She leads the evaluation and recalibration of risk adjustment models and the development of policies related to risk adjustment. Prior to working in DPP, Monica worked in the Division of Formulary and Benefit Operations (DFBO) in the Medicare Drug Benefit and C & D Data Group (MDBG) where she served as a Team Lead, oversaw several Part D formulary contracts, and developed audits and analyses of formularies. Prior to embarking on her federal career at CMS, she completed a Managed Care Residency with a Pharmacy Benefit Manager (PBM) that maintained a portfolio of Medicaid and Medicare lines of business. She received her Bachelor of Science degree in Biology and Psychology at Loyola University in Maryland and her Doctor of Pharmacy degree from the University of the Sciences in Philadelphia.



# Speaker Bios, continued



## **Christine Reinhard**

*BA, MBA, JD, Management Analyst, Division of Surveillance, Compliance, and Marketing, Medicare Drug and Health Contract Administration Group, Center for Medicare, CMS*

Christine Reinhard is a Technical Advisor in the Division of Surveillance, Compliance, and Marketing, within the Medicare Drug and Health Contract Administration Group at CMS. The Division of Surveillance, Compliance, and Marketing is responsible for Medicare Advantage Marketing policy and Part C compliance. Christine has been with CMS since 1995, working in managed care since 1998. Her previous work has focused on many aspects of the Part C and Part D programs including bid submissions, plan benefits, auditing, enforcement actions, and financial analysis of contractors. She holds an undergraduate degree from St. Andrews College, a Master's in Business Administration from Rutgers University, and a Law Degree from the University of Maryland. She is also a member of the Maryland Bar.

## **Gail Sexton**

*BS, RN, Health Insurance Specialist, Division of Enrollment and Eligibility Policy, Medicare Enrollment and Appeals Group, Center for Medicare, CMS*

Gail Sexton has been employed by CMS' Center for Medicare, Division of Enrollment and Eligibility Policy since 2016. From 2004 – 2016, she was employed by CMS in Medicaid's Division of Pharmacy.

## **Sabrina Sparkman**

*BA, Health Insurance Specialist, Division of Appeals Policy, Medicare Enrollment and Appeals Group, Center for Medicare, CMS*

Sabrina has been a Health Insurance Specialist in the Division of Appeals Policy since January 2016. She is responsible for the development, analysis, and implementation of Medicare Part D

coverage determination, appeals, and grievance policy.

## **Lisa Thorpe**

*JD, LLM, Health Insurance Specialist, Division of Part D Policy, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS*

Lisa Thorpe develops, interprets, and implements Medicare Part D policy. She evaluates the effectiveness of existing policies and reviews proposed policies for potential impact on the Medicare Part D program. In addition, Lisa analyzes and implements internal processes and procedures to assure policy adherence in Part D program operations and monitoring. Lisa assists other areas in CMS with policy issues involving the Part D program to facilitate agency coordination.

Previous employers include health insurance companies, a state insurance department, health care regulatory law firms, and a managed care trade association. Lisa graduated cum laude with her Bachelor of Arts from Tufts University, Medford, Massachusetts, earned her Juris Doctor from The Dickinson School of Law, Carlisle, Pennsylvania, and was awarded a Masters of Laws from the University of Tuebingen in Germany.

## **Seema Verma**

*MPH, Administrator, CMS*

Seema Verma currently serves as Administrator of the Centers for Medicare & Medicaid Services (CMS), and she is the 15th person ever confirmed to the post. She was nominated by President Trump on November 29, 2016 — the seventh nomination by the President-elect — and confirmed by the U.S. Senate on March 13, 2017. As Administrator, Ms. Verma oversees a \$1 trillion budget, 26% of the total federal budget, that administers healthcare programs for more than 130 million Americans every day.

A nationally recognized leader in health policy and operational design, she has guided healthcare policy in the public and private sector, working with states to build flexibility into their Medicaid programs to help them meet the diverse needs of their unique populations. As the architect of the historic Healthy Indiana Plan, she helped create and implement the Nation's first consumer-directed Medicaid program.

Administrator Verma is a graduate of the University of Maryland, and holds a Master's degree in Public Health with a concentration in health policy and management from Johns Hopkins University.

Her editorial commentaries have appeared in the *Wall Street Journal*, *Washington Post* and *Health Affairs*, and she also previously served as Vice President of Planning for the Health & Hospital Corporation of Marion County, Indiana and most recently, before heading CMS, was President and CEO of Seema Verma Consulting.



# Speaker Bios, continued



## Theresa Wachter

MA, Health Insurance Specialist, Division of Policy, Analysis, and Planning, Medicare Drug and Health Plan Contract Administration Group, Center for Medicare, CMS

Theresa Wachter is a Health Insurance Specialist in the Division of Policy, Analysis, and Planning in the Medicare Drug and Health Plan Contract Administration Group. She has been with CMS since January 2015, and in her current position, she develops policies for Medicare Advantage health plans. Theresa's primary subject matter expertise is network adequacy policy. She recently played a key role in the planning and implementation of the new triennial network review process for 2018. Theresa has a Master's degree in Applied Sociology from the University of Maryland, Baltimore County.

**SPECIAL NOTE: For CMS' continuing education certification process, and because of the speaker disclosure, we must include the backup speakers bios below, although they are not listed on the agenda.**

## Jennifer Harlow

ScD, Deputy Director, Medicare Plan Payment Group, Center for Medicare, CMS

Jennifer Harlow serves as the Deputy Director for the Medicare Plan Payment Group (MPPG) in the Center for Medicare (CM). Since joining CMS in 1998, Dr. Harlow has worked on a broad array of Part C and Part D payment initiatives including risk adjustment, encounter data and payment operations. She has also focused extensively on payment integrity issues for both programs, working on payment validation and improper payment error estimation. Prior to joining CMS, she worked at Johns Hopkins University as a research associate and with the State of Maryland, Department of Health and Mental Hygiene. She has a Doctorate in Health Services research from Johns Hopkins University.

## Rebecca Paul

MPH, MA, Director, Division of Payment Policy, Medicare Plan Payment Group, Center for Medicare, CMS

Rebecca has worked for CMS for over 18 years, in a variety of capacities. For the past 11 years she has worked

in the Medicare Plan Payment Group, and for the past five years has directed the Division of Payment Policy, where she oversees the work to develop and maintain a suite of risk adjustment models used to pay Medicare Advantage plans, PACE organizations, demonstration plans, and Part D sponsors. In this role, she directs the work to conduct research and development to improve the payment accuracy of the risk adjustment models, and develop risk adjustment payment policies.

## Nishamarie Sherry

JD, MPH, Director of Appeals Policy, Division of Appeals Policy, Medicare Enrollment and Appeals Group, Center for Medicare, CMS

Nishamarie Sherry has served as the Director of the Division of Appeals Policy (DAP) in the Medicare Enrollment and Appeals Group (MEAG) at CMS since February 2017. In this role, she oversees the appeals and grievances policy development and implementation for all of Medicare (Parts A, B, C, and D). Nishamarie joined CMS in August of 2012, where she worked in the Division of Medicare Advantage Operations (DMAO) in the Medicare Drug and Health Plan Contract Administration Group (MCAG) until she assumed the role of Director of the Division of Policy Analysis and Planning (DPAP) in MCAG in April of 2015. In MCAG, she oversaw Part C policy development and implementation, working with a variety of public and private sector stakeholders. Nishamarie has a Bachelor of Science in Biology from the University of Notre Dame, a Master's in Public Health from the Johns Hopkins Bloomberg School of Public Health, and a Juris Doctor from the University of Maryland, Francis King Carey School of Law.



# 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 2:15 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 – Central Building  
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

### Train Service

AMTRAK

- Baltimore 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.

### MARC Train

- The MARC commuter train operates weekdays along the Baltimore/Washington corridor with two lines (Penn & Camden) that leave from Washington's Union Station and arrive in Baltimore at either Camden or Penn Station. The MARC train also services the BWI Rail Station on the Penn Line and is located close to the BWI Airport.

### 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 Central Building, 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](#).

### 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.

# On-site Participants, continued

## 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 be open **Wednesday, May 9<sup>th</sup>, from 7:00 am until 9:30 am EDT**. All Medicare Advantage & Prescription Drug Plan Spring Conference & Webcast attendees are required to wear their badges at all times during the event. Badges are not transferable.

### Changes/Cancellations

**IMPORTANT MESSAGE:** If your organization's representative is unable to attend this event, and in order to comply with CMS' Security and the [Real ID Act](#), we can no longer allow participants to automatically change participants.

For last minute changes and cancellations, please email us immediately at [CTEO@cms.hhs.gov](mailto:CTEO@cms.hhs.gov) regarding this change.

### 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

### Automated Teller Machine (ATM)

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

### 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:

**Thursday, May 3<sup>rd</sup> by 12:00 pm 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 **12:00 pm EDT, Thursday, May 3<sup>rd</sup>.**

**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, continued

- ✓ **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 & Prescription Drug Plan Spring 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: driver's license, passport, and permanent residency card); and will be signed in by a member of the conference staff who will escort you to the CMS auditorium.
  - **Real ID Act:** Participants who live in a non-compliant State will be able to attend this conference, however, you'll need to provide the CMS Security team and/or registration team with a valid passport as another form of ID.
- **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.
- **Snack and Lunch Service Options at CMS:**  
**PRE-ORDERS DEADLINE DATE: Thursday, May 3<sup>rd</sup> by 12:00 pm 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:

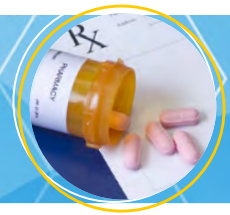


<https://cms.catertrax.com/shopcatgroup.asp?id=2&intOrderID=&intCustomerID=>.

Below is a list of vendors that provide food for purchase at CMS headquarters. You may want to visit these vendors during breaks in our event agenda. **Please note:** you may elect to brown bag your snacks and lunch instead.

- **Jazzman Coffee Cart:** Located in the lower level lobby, this coffee cart serves hot and cold beverages for purchase until 1:00 pm daily.
- **CMS Cafeteria:** Located on the lower level, the cafeteria offers a variety of beverages as well as prepared hot and cold food options for purchase daily from 6:30 am to 2:30 pm.
- **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](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](mailto:CTEO@cms.hhs.gov).

# Webcast Participants



The webcast will be held Wednesday, May 9, 2018, 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 9, 2018.** 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 CTEO TechSupport Team via email at [CTEOTechSupport@cms.hhs.gov](mailto: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.

## Alternative Option for Participants

If you are unable to access and/or view via YouTube, there is a dial-in conference line available for you to “listen only.” Due to the limited number of conference lines, we’ll need you to send an email request to [CTEOTechSupport@cms.hhs.gov](mailto:CTEOTechSupport@cms.hhs.gov) in order to obtain this information.

## Viewing Tips for YouTube


This conference can be viewed virtually by using YouTube.

**To view and access the webcast, use Google Chrome.**

**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.](#)

## 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.

 **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.
- Report technical difficulties by contacting the CTEOTechSupport team via email at [CTEOTechSupport@cms.hhs.gov](mailto: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 and technology.

## Credits Available

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

## Compliance Certification Board (CCB)<sup>®</sup>

This education activity has been submitted to the Compliance Certification Board (CCB)<sup>®</sup> and is currently pending their review for approval of CCB CEUs.



# 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](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](http://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming_Current_Events.html).

## Post Event Online Survey

Please complete your **Medicare Advantage & Prescription Drug Plan Spring Conference & Webcast** evaluation survey online at:

[https://www.surveymonkey.com/r/2018\\_Spring\\_Participant\\_Survey\\_Final](https://www.surveymonkey.com/r/2018_Spring_Participant_Survey_Final)

**The survey will be available until 9:00 pm EDT, Tuesday, May 15, 2018.**

## Technical Support

Report technical difficulties by contacting the CTEO TechSupport Team via email at [CTEOTechSupport@cms.hhs.gov](mailto:CTEOTechSupport@cms.hhs.gov) during the webcast.

## Special Thanks to ...

- CMS Administrator
- CM Leadership
- CMS & Guest Speakers
- OC – Office of Communications
- OSSO – CMS Logistical & Technical Team
- CMS' Continuing Education (CMSCE) Team
- CTEO Team – CM/BOS2 Staff and PRI & Poll Everywhere® (CTEO Contractor Support)







**7500 Security Boulevard  
Baltimore, MD 21244**