



Conference Logistics & Remarks/Video Welcome

Stacey Plizga, PRI

Seema Verma, CMS

Stacey Plizga:

Well, good morning and welcome to the CMS Medicare Advantage and Prescription Drug Plan Spring Conference and webcast. My name is Stacy Plizga, and I, along with my colleague Kaye Rabel, will be moderating the conference for you today.

This morning we are gathered here at the CMS Central Office auditorium in Baltimore where the webcast is originating from. We have a number of CMS subject matter experts who will provide new information on the Medicare Advantage and Prescription Drug Plan for sponsoring organizations, CMS staff, and other CMS partners.

We would like to recognize all of our in-house guests here and also those who are viewing via the webcast all across the United States. We are so excited to have you with us.

Just a reminder for our in-person guests. This conference is being recorded by the Centers for Medicare and Medicaid Services, the U.S. Department of Health and Human Services. By your attendance here today, you are giving consent to the use and distribution of your name, likeness, and voice during this conference.

Before we get started, I would like to go over a few logistic items that will be helpful to you throughout the day.

First, conference materials to enhance your experience are available on the CTEO website that is listed here on the screen. And these things

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include the Spring Conference Guide, which details speaker bios and session summaries for today.

We also have the speaker presentations in the electronic versions that you can download and print.

We also have participant instructions to help you join the polling.

And lastly, we have the participant survey instructions that are available, and these instructions include website links and QR codes for access to the Ask CMS live question survey. So, if you have a question today, especially for our viewing audience, you can go to that survey and put your question in there, and we will respond to that question during our opening Q&A session.

There's also a post-conference participant survey, and the CCB attendance survey. And the CCB attendance survey needs to be completed by May 20 to obtain the CCB Continuing Education credits. And please note that the CCB survey will not be open until 2:00 p.m. today. So if you want to complete that, please do that after 2:00 p.m.

So if you have not done so already, you can log into this website and you can download any of those materials to follow along with our presenters today.

For our webcast viewers, if you are having technical difficulties, we do have staff members that are available to assist you, so please use the mailbox CTEOtechsupport@cms.hhs.gov for your technical questions or concerns.

And please remember that using an Ethernet connection instead of Wi-Fi, and using Google Chrome instead of Internet Explorer, may increase the webcast streaming speed and prevent any delays for you.

Our conference today will feature interactive polling during the sessions and also for end-of-session evaluation that will allow both our in-house guests and our viewing audience to participate. There are a couple ways

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that you can participate in the polling. And you can respond to polling questions utilizing text messaging from any mobile phone, or you can respond from any smartphone, computer, tablet, laptop utilizing a web address in your web browser.

So, let's go ahead and get you connected, those of you who would like to join the polling. If you would like to join utilizing your cell phone and text messaging, and we encourage everybody to do so, the first thing you have to do is you have to join our session. So, we are going to go ahead and get you all connected to the session today so that you can participate.

So the first thing you want to do, take out your cell phone, and then you're going to select your text message screen. Create a new message. And in the To or the Recipient box, go ahead and type in the numbers 22333. And then you're going to want to type in CMS2019SPRING into the message box. And this is not case sensitive but please do not put any spaces. Once you have done that, go ahead and hit Send. You should receive a message back that says thank you for joining the CMS 2019 Spring session. And once you have that, you are joined for the rest of the day. There's nothing else you have to do. It will remain open for you.

All right. We also have end-of-session evaluation questions. And to respond to these end-of – oh, I'm sorry. To respond to a question, what you're going to do when the question comes up on the screen, you will just enter the letter that corresponds to your answer and hit Send, and that will record your answer.

To respond to end-of-session evaluation questions, it's a little different but still very easy. When prompted by the moderator, to the question I would like to evaluate this session, you are going to enter A into your message box, and then you are going to hit Send. You will receive a message back that says hello, please evaluate this session and follow this link. You will then follow that link, and you will be taken to the Poll Everywhere site. And then you will choose Start to start the survey. You will then be

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presented with questions one at a time. Respond to your question. Hit Next. And then after the last question, you will hit Finish, and your responses will be recorded.

If you would like to join Poll Everywhere via your computer, tablet, your smartphone utilizing the web browser, again you must first join my session, so we'll run through this together for those of you who would like to join this way. You will open a new window and type in www.pollev.com/cms2019spring. When you do that you should be presented with the welcome page that looks like the one on the computer on the screen. It tells you to stand by, and when a question is presented, that screen will change.

To enter your response via web browser, you will simply click on your answer, and then it will be recorded.

To respond to end-of-session evaluation questions utilizing your web browser, it's very similar to the one for texting. When prompted by the moderator, you are going to choose yes in response to the question I would like to evaluate this session. When you click on Yes, you are going to be presented with a link. Go ahead and you will click on that link. When the next screen appears, you are going to choose Start Survey, and you will be presented with the questions one at a time, so you will select your answer. Then you will hit Next through the four questions, and at the end you're going to select Finish and that will record your answers.

So let's give this a try together now. So hopefully you're all connected. So, either remember you go to cms2019spring, and you put that in the message box for 22333 or go to that polleverywhere.com/cms2019spring webpage. And respond to the question, which emoji best represents your morning, on this beautiful day in May. May 1st, whoo.

So you'll notice that as you are responding, the results come up immediately on the screen. So it looks like right now the majority of us are having a wonderful day. Ooh, we do have somebody who's a little sad and somebody who's a little surprised this morning. So, hopefully your

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day gets better. Oh, and an angry person. Sorry about that. Hope your day gets better.

All right. Good job. So that's it for responding to the polling questions, so you'll have some more of those throughout the day.

We look forward to everyone's participation today in the event. And for our webcast participants, if you have a presentation-related question, please go to the SurveyMonkey link or the QR code that can be found in the survey instructions that are on the

CTEO website, or in the email you received this morning. We will then answer these questions during the open Q&A session that is at the very end of the day today, and if we do not get to all your questions, we will answer them and post them on the CTEO website at a later date.

For our in-house participants, we ask that you address your questions by going to the microphone that is in the center aisle. And if you step up there, tell us who you are and where you're from, and then please ask your question. That way everybody in the viewing audience and everybody who is on our webcast will be able to hear your question also.

If you have a technical question about polling, you can send an email to tklagholz@provider-resources.com, and he will get back to you and help you out.

If you have a technical question that relates to the conference or the webcast, you can send an email to CTEOtechsupport@cms.hhs.gov.

We value everybody's opinion and your input, and we do have a post-conference participant survey, and we ask everyone to take the time to either complete that by following the link on the screen or by utilizing the QR code on the card that you were given at registration, so you can simply utilize that and it will take you directly to the survey.

If you are unfamiliar with how to use the QR code, and you have an iPhone, simply you will want to open your camera, you'll line up the QR

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code in the camera, and you'll tap on the popup window, and then you will be taken to the survey.

If you have an android and you would like to utilize the QR code, you will open the Play Store, and then you will search for the QR code reader. Tap install. Tap accept. Open the QR code reader, line up that QR code in the camera, and then tap okay. And once you do that, you'll be taken directly to that survey.

All right. We also have, if you noticed, a CMS backdrop that is right outside the auditorium doors. And if you would like your picture taken in front of this backdrop, please take your phone out and see one of the members of our staff, and we will be happy to take the photo with you. But please note, if you have a CMS badge on, that badge needs to come off before you have your photo taken.

Videos from this event are not available for on-demand viewing until we receive management approval for those videos. And once that happens, a communication will be sent out to all of you who have registered to let you know that that is available.

If you have luggage with you today, you can place that in the back of the room, but please note that CMS is not responsible for it.

So, we are very glad that all of you are here with us today. Our agenda today is packed with subject matter experts who are very excited to share their knowledge and their expertise with you. So we are going to go ahead and get started.

Starting us off today, we have a video for you to view, and it is a welcome message from the CMS Administrator, Seema Verma. So enjoy the video.

Seema Verma: Thank you for joining us at the Medicare Advantage and Prescription Drug Plan Spring Conference. I'm sorry I can't be with you today, but I want to be the first one to welcome you and thank you for your commitment to providing excellent coverage for Medicare beneficiaries.

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Medicare Advantage remains a popular choice for beneficiaries and has high satisfaction ratings. Average Medicare Advantage premiums are at their lowest in six years. Part D premiums are at their lowest in three years. And plan choices have increased.

We at CMS are very excited about the historic advancements we've made in empowering patients, focusing on results, and unleashing innovation.

We are working to provide more flexibility to plans so you can deliver value. And beneficiaries are pleased. I'm especially proud of our accomplishments in giving plans historic new flexibility in offering benefits, increasing competition to lower prices, and making it easier for beneficiaries to select the best coverage for themselves. This includes making it easier for plans to offer telehealth as a basic benefit so patients will have access to innovative telehealth services from their homes. It also means offering chronically-ill beneficiaries non-health-related supplemental benefits that can address social determinants of health. Plans can tailor these supplemental benefits to the chronically-ill individual assessing what is needed and providing custom services to the patient.

In addition, we are working to update the Medicare Plan Finder with these new choices so that beneficiaries will be able to see their new choices and benefits and can pick the plans that work best for them. This is the next phase of our e-Medicare initiative, which you'll hear more about later today.

To empower consumers and promote competition, we are making improvements to our Star Ratings program. This will make it easier for beneficiaries to identify high-value plans. The new Star Ratings methodology will also improve the stability and predictability for plans and will adjust how the ratings are set in the event of extreme events such as hurricanes.

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And we are also improving the care of some of the most vulnerable Americans, those that are eligible for both Medicaid and Medicare. Presently, if a beneficiary has a complaint about the care they received, or was denied access to a certain item or service, they often have to file two separate appeals, one with the organization that manages their Medicare benefits and another with the organization that manages their Medicaid benefits. That just doesn't make sense. To fix this, we are creating one appeals process across Medicare and Medicaid so they can go to a single organization to have their concerns addressed.

These are meaningful changes that will improve health and lower costs. Plans will be able to compete for patients based on their new offerings and overall costs. And we at CMS won't stop until we've transformed our entire healthcare system into one that serves every American. We will use every lever we can to do this so that as patients select and use their coverage, they have the best information available and the best coverage in the world.

So welcome to the MA and Prescription Drug Plan Conference. Together we will make healthcare work for patients.

Enjoy the conference.

Stacey Plizga: Okay, so back to our stage here.