

Activity Title: **Certificate of Medical Necessity Web-Based Training Course**

### Disclosure /Commercial Support

The following activity contributors have no financial interests to disclose.

Barbara Whittaker, Director of National Training and Education, Palmetto GBA Train the Trainer

Amanda Richardson, Palmetto GBA Train the Trainer

Aryeh Langer, MBA, Centers for Medicare & Medicaid Services (CMS), Program Communications Group (PCG)

Karen Pardue, MA, Centers for Medicare & Medicaid Services (CMS), Program Communications Group (PCG)

#### **Commercial Support:**

No commercial support was received for this activity.

### Planners/Developers/Instructors

#### **Activity Developers:**

**Barbara Whittaker** has 29 years of experience in the medical industry which includes six years with the South Carolina PRO and has served as the Director of National Training and Education for the past six years. Ms. Whittaker has extensive experience with Medicare policy as a Congressional Liaison where she was responsible for supervising Medicare congressional inquiries and for personally meeting with U.S. Senators and Representatives as needed and for educating and assisting their staff in their home states and on Capitol Hill.

**Amanda Richardson's** professional experience includes:

- Performs the duties of the ISO Document Control Administrator (writing, reviewing, editing work instructions, creating quality forms and documents; maintaining these instructions/forms/documents on the in Lotus Notes)
- Reviews, analyzes and maintains various management level reports ensuring error-free and timely submission to upper management
- Communicates directly, both written and verbally, with government personnel
- In preparation for government face to face conferences, handles complex customer inquiries from beginning to end and well as conference registration
- Coordinates/schedules government teleconferences as requested; provides all documentation to the government (participant lists, transcripts)

#### **Activity Planners:**

**Aryeh Langer** has served the Centers for Medicare & Medicaid Services (CMS) as a Health Insurance Specialist for the past five years. As a member of the Provider Communications Group (PCG) in the Division of Provider Information Planning and Development (DPIPD), he has gained vast knowledge and expertise in many areas of the Medicare Fee-for Service (FFS) program. He has written MLN Matters national provider education articles on topics including the National Provider Identifier (NPI) and Durable Medical Equipment, Prosthetic, Orthotics and Supplies (DMEPOS) Competitive Bidding program. Mr. Langer has helped lead three national education campaigns developing outreach strategies, education milestone tracking templates, and coordinating cooperation from different CMS components. He has also moderated national audio calls and roundtable discussions as well as having developed products such as fact sheets, tip sheets, FAQ's and web pages instrumental in the success of these national outreach and education campaigns.

**Karen Pardue**, has the education, training and background of a bachelor and a master's degree; in order to facilitate the process of product and content development from inception to dissemination. Ms. Pardue has six years of experience developing content, activity design and implementation of Medicare training and is responsible for oversight of training materials, including print materials, web-based training (WBT), video and DVD production for Medicare Fee-for-Service providers.