



Tangita Adams Daramola
Competitive Acquisition Ombudsman
Medicare Ombudsman Group
Centers for Medicare & Medicaid Services (CMS)

Tangita Daramola was named the Competitive Acquisition Ombudsman (CAO) in October 2011 after serving as Acting CAO since June 2009. Her core tasks as mandated by Section 154(b) of the Medicare Improvements for Patients and Providers Act of 2008 (MIPPA) are to respond to complaints and inquiries made by suppliers and individuals relating to the application of the Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Competitive Bidding Program and to submit an annual report to Congress. The CAO works with the local Competitive Bidding Implementation Contractor (CBIC) representatives, a contracted source for local assistance, to respond to complaints from suppliers and beneficiaries.

The CAO program is located within the Office of the Medicare Ombudsman. Ombudsman programs began at CMS with the passage of the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA), mandating the creation of the first Medicare Beneficiary Ombudsman. Since assuming her position as CAO, Ms. Daramola has worked with organizations, both within and external to CMS, to incorporate partner and stakeholder feedback into the National outreach communication plan and assess and improve the DMEPOS Competitive Bidding inquiry and complaint handling process for suppliers and beneficiaries.

Ms. Daramola began her career as a Presidential Intern and has held a number of senior positions, including assignments within the Office of the Secretary, Office of the Administrator, and Centers for Beneficiary Services. Prior to being named the CAO, she served as the Senior Advisor to the first Medicare Beneficiary Ombudsman, where she worked to establish the requirements for Ombudsman services within CMS and developed complaint data reporting mechanisms for the Medicare Prescription Drug Program. Prior to her time as the Medicare Beneficiary Ombudsman's Senior Advisor, she was the Director of the Division of Beneficiary Inquiry Trends and Analysis, where she was instrumental in establishing more effective national customer service standards for written and electronic complaints and inquiries.

Ms. Daramola has provided ongoing support to the Agency's priority initiatives and recently was asked to develop strategic planning initiatives to promote CMS' external communication programs. Her passion has been to focus the attention of the Agency on issues impacting vulnerable populations including disabled beneficiaries, beneficiaries with a mental illness, and issues related to disparities in service and treatment of Medicare beneficiaries.

Ms. Daramola holds a Bachelor of Science degree from Howard University and a Master of Administration degree from the University of Maryland, College Park.