



**National Medicare Education Program (NMEP) In-Person Meeting**  
**January 22, 2020**  
**10:30 a.m. to 12:30 p.m. ET**  
**200 Independence Ave, SW**  
**Washington, DC 20201**  
**Room 800**

**Welcome and Opening Remarks**

*Susie Butler, Director, Partner Relations Group, Office of Communications, CMS*

**Medicare Open Enrollment Marketing Outreach**

*Laura Salerno, Deputy Director, Strategic Marketing Group, Office of Communications*

**Care Compare Choices**

*Chris Koepke, Director, Strategic Marketing Group, Office of Communications*

**Medicare Open Enrollment Overview/Recap- Call Center**

*Frances Harmatuk, Director, Call Center Operations Group, Office of Communications*

**Coverage to Care Overview and Roadmap to Behavioral Health**

*Ashley Peddicord-Austin, Health Insurance Specialist, Office of Minority Health*

**Patients over Paperwork: Understanding CMS customers including the Beneficiary Experience**

*Mary Greene M.D. Senior Advisor, Center of Program Integrity, Office of Administrator*

**Closing & Adjourn**

*Susie Butler, Director, Partner Relations Group, Office of Communications, CMS*

**\*\*Please email [PARTNERSHIP@cms.hhs.gov](mailto:PARTNERSHIP@cms.hhs.gov) if you have any questions – with NMEP in subject line.\*\***