



Welcome/Remarks

Stacey Plizga, PRI

[Opening music]

Stacey Plizga: Good morning, everyone. Boy, we had like five people here yesterday, and I think we have one today that I heard. Good morning, everyone.

Audience: Good morning.

Stacey Plizga: Thank you, I feel better when I know that I'm talking to somebody. Well, good morning and welcome to the Medicare Advantage and Prescription Drug Plan Audit and Enforcement Conference and Webcast. My name is Stacey Plizga, and I will be your moderator for today's event.

This morning, for our virtual audience, we are gathered at the CMS Central Office Auditorium in Baltimore where the webcast is origination from. We have a number of CMS subject matter experts and sponsor who will provide important insights on how MA and Part D organizations can best prepare for CMS performance audits.

Before we get started, I would like to review some logistic elements that will be helpful for you throughout the day. First of all, material: webcast materials are available on the CTEO website that is listed on the screen. If you have not done so already, please go ahead and download those so that you may follow along with the presenters today.

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Also, Continuing Education credits...this conference will be evaluated for Continuing Education Credits by CMS, and we'll give credits for approximately six hours of training. The final number of credits will be available after the event. This conference has also been approved by the CCB for Continuing Education credits, and participants will have an opportunity to earn up to an additional 5.7 credits for this conference; and that information can be found also on the CTEO website, so check it out there.

Technical support...if you are having technical difficulties, we do have staff members who are available to assist you. Please use the e-mail box CTEOTechSupport@CMS.hhs.gov for your technical questions or concerns.

For those who are viewing, please remember using an Ethernet connection instead of Wi-Fi and using Google Chrome instead of Internet Explorer may increase your webcast streaming speed and prevent delays.

The Medicare Advantage and Prescription Drug Plan Audit and Enforcement Conference will have interactive polling today during the sessions. Also, at the end of each session, there will be a polling evaluation. That way, both our in-house and our webcast participants can interact with the speakers and enjoy the conference.

There are a number of ways that you can participate in the polling. One is using a cellphone and using "Text Messaging." The other is by using a smartphone, a computer, a tablet, and using the Web address. If you would like to participate in polling today -- and we do encourage everybody to do so -- and participate in the session evaluations, which are very helpful, you must first join "My Session." I'd like for all of us to do this together, both in-house and our virtual audience.

If you can follow along and you would like to join via "Text Messaging," please go ahead and take out your cellphone. Select your Text Message

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Screen; and, in the "To" box, type in the numbers 22333. In the "Message" box, you are going to type: CMS2017Audit. This is not case sensitive, so you can use upper or lower case; however, please do not put any spaces between the letters or the numbers. Go ahead and "Send" your message, and you should receive a message back that says you have joined the CMS 2017 Audit Event.

If you got a different message that means you joined somebody else's event and try again.

[Pause for responses]

Stacey Plizga: Also using your smartphone utilizing "Text Messaging," you can participate in the End-of-Session Evaluation Survey. In order to do this, the moderator will prompt you with a polling slide that asks if you want to evaluate the session. When that comes up, you will simply type in the letter "A." You will receive a message back that says, "Hello, please evaluate this session." And there's a link. All you have to do is click on that link, and it will take you to the evaluation. You will click "Start Survey," and it will give you one question at a time to answer. You click on "Next." And then when finished, you hit "Finish" and your answers will be submitted.

If you would rather join poll everywhere via computer, tablet, or smartphone using your Web browser, again, you must first join "My Session." To do this, you will open a page and type in: www.pollev.com/CMS2017Audit. You should see a screen similar to the one that is on this slide and this just means the poll is not in session yet. It's just telling you to hang on. When the moderator prompts you and we open a poll, the screen will change. When there is a question, you will simply click on your response; and then it will be submitted.

In order to participate in the end-of-session evaluations on your computer or using the Web browser, it's very similar. When you are prompted by the moderators, you are going to choose "Yes" in response to the

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statement "I would like to evaluate this session." You will be presented with a link. It will appear in the green box at the top of your screen. What is very important here is that it appears *briefly*, so you have to be quick and you have to click on it. It will then take you to the survey. Go ahead and click "Start Survey" and you will be presented with the questions one at a time. Hit "Next," and then when you are done, again, hit "Finish" and your responses will be submitted.

We're going to go ahead and give this a try together. The question today is: Which emoji best represents your morning? Now, we did this yesterday and there were a lot of happy people out there. I'm hoping that we have the same results today. I know it's not quite as sunny today, but there's still a lot to be happy about.

[Pause for responses]

Stacey Plizga: All right, great, I want to do this at the end of the day too and see how you're all feeling at the end of the day.

Moving on...questions...we look forward to everyone's participation today, whether you're in our in-house audience or our virtual audience. For our webcast participants, if you have a presentation-related question at any point, go to the SurveyMonkey link that is on the CTEO webpage. You will simply just click on that link, ask your question, submit the survey, and we will record it here and we will get it to the presenter to address it.

For our in-house participants, we ask that if you have a question, you stand up and go to one of the microphones in the center aisle. Please, when it is your turn to speak, identify yourself and the organization you are with. Please make sure that you speak into the microphone so that it can be recorded. Especially for the closed captioning, it's very important that they can hear you clearly to record what you are saying.

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If you have a technical question about polling at any time during today's event, please send an e-mail to: tklagholz@provider-resources.com. If you have a technical question about the conference or the webcast today, please send an e-mail to: CTEOTechSupport@CMS.hhs.gov.

We are so glad to have all of you here today. We have quite a showing of people and a great number of viewers also on the webcast. I believe we're at about 3,200. Welcome to everybody. Our agenda today is packed with subject matter experts who are very excited to share their knowledge and expertise with you today. So let's go ahead and get started.

Kicking things off for us this morning, we have the Director of Medicare Parts C & D Oversight Group. Please help me welcome Vikki Ahern.

[Applause]

Vikki Ahern: Thank you, Stacey.

Good morning, everyone. I hope the new format of our conference, having the Parts C&D conference yesterday back-to-back with our conference today, makes it a little bit better for everyone, works well, makes traveling easier, and makes it so that you don't have to make two separate trips to Baltimore.

Before we get started today, I'd first like to introduce some individuals from our team:

Judy Geisler...if you could stand when I call you...Judy Geisler is the Deputy Director for our Group.

Then we have Jennifer Smith, who is the Director of our Division of Analysis, Policy and Strategy, and Kady Flannery is her Deputy.

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We also have Mike DiBella, who is the Division Director for our Division of Audit Operations, and his Deputy is Jessica Robinson.

Then we have Kevin Stansbury, who is our Acting Director of our Division of Compliance Enforcement.

Trish Axt is our Senior Advisor in the front office.

Rick Buske is our Special Assistant, and Jason Clark Foxx – I'm not sure if he's in the room – is our Staff Assistant.

Thank you all for everything you do each day.

We have a lot of interesting and informative sessions for you today. In an effort to continue to improve our processes, we'll be sharing significant enhancements that we've made to the audit process; provide more detail about specific elements of our data universes; review our revised approach to our Compliance Program Effectiveness Protocol; talk about our civil money penalties; and give you a snapshot of our annual report, which we just released this week.

I'd also like to make you aware that we will soon be releasing more detailed information on our independent validation and audit closeout partners. At the same time, later this summer, we will actually be doing a listening session on this topic; and we encourage everyone to participate in that. We welcome any feedback or thoughts that you have on how we might make that process easier.

I would also like to encourage you to utilize the various tools that we have available to help you monitor and improve your processes with our requirements and ask that you continue to provide specific examples to us of how we can enhance these tools.

Before I turn it over for our first presentation, I'd like to thank our whole MOEG leadership and all team members who do their work every day

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and are really dedicated. And also thanking those who are speaking today for sharing their expertise. I'd also like to thank Matt Stuhl for being our point of contact for this conference, our Business Operations staff for putting together today's conference as well as yesterday's conference, and for the sponsors that we have speaking as well.

So thank you again for your time today. As always, if you have any comments or concerns or just want to provide information or feedback on things that are going well, please contact me. Enjoy the conference. Thank you.

[Applause]

Stacey Plizga: Our first session today consists of a panel of speakers who will discuss enhancements and changes to the Program Audit Process in 2017, as well as provide helpful tips about submitting audit universes and understanding record layouts. From the Division of Audit Operations, it is my pleasure to introduce Fatima Mohamed, Angelique Morris, Doreen Gagliano, and Marie Gutierrez.

[Applause]

[Pause for speakers to approach platform]