

Region 3 – Philadelphia

Delaware
District of Columbia
Maryland

Pennsylvania
Virginia
West Virginia

**Office of the Regional Administrator
Suite 216, The Public Ledger Building
150 S. Independence Mall West
Philadelphia, PA 19106**

The Philadelphia Regional Office (Region 3) should be your initial point of contact on any Medicare, Medicaid, or State Children’s Health Insurance Program issue in the following States:

Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia

Contact Information: Please use the telephone numbers and e-mail addresses listed below.

Deputy Consortium Administrator, Nancy O’Connor	215-861-4140	ROPHIORA@cms.hhs.gov
Deputy Regional Administrator, Roseanne Buccine	215-861-4140	ROPHIORA@cms.hhs.gov

Division of Medicaid and Children’s Health Operations

FEDERAL OVERSIGHT OF STATE MEDICAID PROGRAMS AND CHILDREN’S HEALTH INSURANCE PROGRAMS (CHIP)

The Division of Medicaid and Children’s Health Operations is the local component of the Consortium for Medicaid and Children’s Health Operations (CMCHO) that provides comprehensive oversight and technical assistance to State Medicaid and CHIP.

Specific functions include:

- State Plan Amendment Review and Compliance Monitoring
- State Medicaid Financial Management Operations Including Compliance Reviews
- Medicaid Waiver Program Development, Implementation and Monitoring
- CHIP Implementation and Compliance
- Technical Support for State Medicaid Agencies
- Medicaid Management Information System Certifications
- Liaison with State Medicaid Agencies on Native American/Tribal Affairs

Associate Regional Administrator, Francis McCullough	215-861-4278	ROPHIDMCH@cms.hhs.gov
--	--------------	--

Division of Survey and Certification

CERTIFICATION OF MEDICARE PROVIDERS/SUPPLIERS - PROVIDER QUALITY ASSURANCE - COMPLAINTS ABOUT PROVIDERS/SUPPLIERS

The Division of Survey and Certification is the local component of the Consortium for Quality Improvement and Survey and Certification Operations (CQISCO) with overall responsibility for assuring ongoing quality of service delivery by Medicare institutional providers/suppliers. CQISCO combines CMS' quality improvement and quality assurance activities under one umbrella. The Division of Survey and Certification responsibilities include:

- Oversight of State agencies related to surveys, certifications and enforcements of Medicare providers/suppliers
- Certification of new providers/suppliers to participate in the Medicare/Medicaid programs
- Assurance of continuity of care in disasters
- Investigation of complaints against providers/suppliers
- Recertification of providers/suppliers when ownership changes

Associate Regional Administrator, William Roberson	617-565-3310	ROPHIDSC@cms.hhs.gov
Deputy Associate Regional Administrator, Vacant		ROPHIDSC@cms.hhs.gov

Division of Quality Improvement

QUALITY OF CARE IMPROVEMENT INITIATIVES – END STAGE RENAL DISEASE (ESRD) NETWORKS – QUALITY IMPROVEMENT ORGANIZATIONS (QIOs)

The Division of Quality Improvement is the local component of the Consortium for Quality Improvement and Survey and Certification Operations (CQISCO) with field responsibility for CMS initiatives aimed at improving the overall quality of medical care received by Medicare beneficiaries. This division's responsibilities include:

- Oversight of quality improvement initiatives and studies undertaken by contracted QIOs
- Contract compliance by QIOs and ESRD Networks
- Provision of technical assistance to ESRD Networks during disasters
- Investigation of beneficiary complaints related to quality of medical care received from beneficiaries, their representatives, and Medicare providers

(Please note that the States in the Philadelphia region are part of a multi-region Division of Quality Improvement, managed from our regional office in Boston.)

Associate Regional Administrator, Annette Kussmaul, M.D. (Boston)	617-565-1323	ROBOSDQI@cms.hhs.gov
--	--------------	--

Chief Medical Officer

PHYSICIAN LIAISON – PHYSICIAN QUALITY REPORTING INITIATIVE (PQRI) –

VALUE DRIVEN HEALTH CARE (VDHC) INITIATIVES

The Chief Medical Officer (CMO) is also a part of the Consortium for Quality Improvement and Survey and Certification Operations (CQISCO). CQISCO combines CMS' quality improvement and quality assurance activities under one umbrella and the CMO performs functions under both major responsibilities of the Consortium. The responsibilities of the CMO include:

- Senior clinical representative in each region
- Liaison between CMS and the physician community
- Design and promotion of CMS initiatives requiring significant involvement by the physician community
- Provision physician perspective and leadership on Secretarial initiatives, such as VDHC
- Promotion of participation by physicians in CMS quality initiatives, such as PQRI and the Electronic Health Record demonstration project

Barbara Connors, DO, MPH

215-861-4218

BARBARA.CONNORS@cms.hs.gov

Division of Medicare Health Plans Operations

MEDICARE PART "C"---MEDICARE ADVANTAGE PLANS AND MEDICARE PART "D"--- MEDICARE PRESCRIPTION DRUG PLANS

The Division of Medicare Health Plans Operations is the local component of the Consortium for Medicare Health Plans Operations (CMHPO) and is responsible for: (1) account management (oversight, market surveillance and first level compliance) of managed care and prescription drug organizations; (2) Part C and D beneficiary casework and (3) outreach to beneficiaries, partners and stakeholders. Specific functions include:

- Day to day oversight, guidance and technical assistance to Part C and D plans regarding CMS requirements as well as
- Reviewing new applications and service area expansion requests
- Conducting related site visits
- Reviewing plan marketing materials
- Performing program audits of the accounts
- Conducting outreach activities
- Managing beneficiary and provider casework
- Market surveillance – including monitoring agent and broker sales activity
- Management of relationships with State Health Insurance Programs, advocates, other stakeholders and State Departments of Insurance

Associate Regional Administrator, James McCaslin

215-861-4226

PartDComplaints_RO3@cms.hs.gov
03dmhpocongressional@s.hhs.gov

Division of Financial Management and Fee for Service Operations

ORIGINAL MEDICARE PART “A” (Hospital Insurance) AND PART “B” (Medical Insurance)

The Division of Financial Management and Fee for Service Operations is the local component of the Consortium for Financial Management and Fee for Service Operations (CFMFFSO) and is responsible for:

- Customer service
- Contractor oversight and
- Professional relations

CFMFFSO addresses the needs and concerns of Medicare providers and other stakeholders and Medicare Fee for Service beneficiaries.

Specific subject matter includes:

- Coverage & Payment Inquires/Complaints
- Eligibility/Entitlement/Premium Inquiries
- Medicare Secondary Payer
- Chief Financial Officer
- Bankruptcy / Overpayments
- Appeals
- Medical Review
- Audit and Reimbursement
- Benefit Integrity
- External Audit Resolution
- Outreach and Professional Relations

Associate Regional Administrator, Charlotte Foster

215-861-4154

ROPHICFM@cms.hhs.gov