

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

Tangita Daramola was named the current Acting Competitive Acquisition Ombudsman (CAO) in June 2009. Her core tasks as mandated by the Medicare Improvements for Patients and Providers Act of 2008 (MIPPA) Section 154(b), are to respond to complaints and inquiries made by suppliers and individuals relating to the application of the DMEPOS Competitive Bidding program, and to submit an annual report to Congress. The CAO works with the local Competitive Bidding Implementation Contractor (CBIC) Ombudsman, 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 Modernization Act of 2003 (MMA), mandating the creation of the first Medicare Beneficiary Ombudsman (MBO). Since assuming her position as CAO, Ms. Daramola has worked with other organizations, both within and external to CMS, to incorporate partner feedback into the National outreach communication plan, and assess and improve the DMEPOS Competitive Bidding issues and complaint handling process for suppliers and beneficiaries.

She 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, Ms. Daramola served as the Senior Advisor to the 1st Medicare Beneficiary Ombudsman, where she worked to establish the requirements for Ombudsman services within CMS, and developed complaint data reporting mechanisms for the Prescription Drug Program. Prior to her time as the 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.

She 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's in Administration from the University of Maryland, College Park.