



Continuing Education Authors and Disclosures

Activity Title: Your Institution in the World of Medicare web-Based Training Course

Disclosure/Commercial Support

The following activity contributors have no financial interests to disclose. No commercial support was received for this activity.

Activity Planners/Developers/Instructors

Lauren Gillooly Robbins

Ms. Gillooly Robbins has been employed by Medicare contractors since 2004. She worked in compliance and training positions for a Program Safeguard Contractor (PSC) before becoming a contract provider education writer/editor for three years. In 2012, she assumed her current role as manager of Train the Trainer, which later became PESS.

Prior to her Medicare experience, Ms. Gillooly Robbins worked in higher education in administrative and faculty capacities. Ms. Gillooly Robbins has extensive professional experience in both Medicare and instructional design/delivery. She has been designing Medicare training programs since 2004 and prior to that time was heavily involved in course design at the collegiate level.

Heather S. Pressley

Mrs. Pressley is a contracted employee by Palmetto GBA, a Medicare Administrative Contractor (MAC), from September 2007 to present as a content specialist. She was employed by Palmetto GBA when it was a Fiscal Intermediary (FI) as a provider ombudsman from June 1998 to April 2003, manager of the Medicare customer service center from April 2003 to June 2004, and then manager of national training and education from June 2004 to June 2007.

Mrs. Pressley has developed education for Medicare providers on Medicare Part A and B in various formats including printed materials, Web-Based Training (WBT) courses, webinars, and presentations. Mrs. Pressley has conducted seminars, teleconferences, and one-on-one training for Medicare Part A providers on Medicare billing, coverage, and regulations.

Barbara Whittaker

Ms. Whittaker has been employed by Palmetto GBA from 1999 to present. For the past 10 years, she has worked under the CMS Train the Trainer Contract and since October 2012, under the Provider education Support Services Contract. Ms. Whittaker has produced Medicare provider education training under CMS contract for the past 10 years.

Amy Forloines

Ms. Forloines has been employed by Palmetto GBA, a Medicare Contractor, for 7 years developing content for national Medicare educational materials. Over the past 7 years, Ms. Forloines has developed

online Medicare educational materials to include training on both basic and specialized areas of Medicare parts A, B, C, and D.

Karen L. Pardue

Ms. Pardue has the education, training and background of a bachelor and a master's degree; in order to facilitate the process of product and content development from inception to dissemination. Ms. Pardue has six years of experience developing content, activity design and implementation of Medicare training and is responsible for oversight of training materials, including print materials, web-based training (WBT), video and DVD production for Medicare Fee-for-Service providers.