



Centers for Medicare & Medicaid Services Continuing Education (CMSCE) Authors and Disclosures

Activity Title(s): Basics of Medicare Web-Based Training Series

1. Basics of Medicare: Part One
2. Basics of Medicare: Part Two
3. Basics of Medicare: Part Three

Disclosure/Commercial Support

No one in a position to control the content of this activity has anything to disclose. All planners and developers of this activity have signed a disclosure statement indicating that they have no relevant financial interests. This activity was developed without commercial support; for additional information contact cmsce@cms.hhs.gov via email.

Activity Planners/Developers/Instructors

Lauren Gillooly Robbins, developer/presenter, is employed by Palmetto GBA as the Manager for Provider Education Support Services (PESS). 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. Ms. Gillooly Robbins studied in the Master of Mass Communications program at the University of South Carolina and earned a Bachelor of Arts degree in English Communications at Columbia College.

Karen Pardue, MA, developer, has been employed by the Centers for Medicare & Medicaid Services (CMS) from 2003 to the present. In this capacity, she has developed and implemented Medicare Learning Network® outreach and training materials for health care providers, participated in agency wide workgroups to provide expertise on provider education and continuing education (CE) and assisted components with the development of CE approved training activities. Ms. Pardue earned a Master of Arts degree in Production of Educational Media from Appalachian State University and a Bachelor of Arts degree in Political Science from George Washington University. Her experience includes analysis, development and review of various Medicare related content in multiple media formats.

Deborah Ricketts, developer, is employed by Palmetto GBA as a Policy Communication Specialist. Ms. Ricketts has over 30 years of Medicare Part B experience and has developed training materials for Medicare provider customer service representatives. She also developed provider education for Medicare Parts A and B in various formats such as printed materials, Web-Based Training (WBT) courses, and slide presentations.

Tara Clarke, developer, has nearly 25 years of experience working with Medicare policies and regulations, including two decades with Congress, and the last three years developing educational materials for Medicare Part A providers. Her experience also includes editing and developing print materials, web-based training (WBT) courses, and slide presentations for Medicare Part A and Part B audiences. Ms. Clarke has been employed by Palmetto GBA, a Medicare Administrative Contractor (MAC), since 2012. From January 2012 through August 2013, Ms. Clarke worked as a Senior Provider Relations Representative. Since August of 2013, Ms. Clarke has been working as a Coverage Policy Specialist for Provider Education Support Services (PESS). Prior to her Medicare experience, Ms. Clarke worked for the United States (U.S.) Congress in an administrative capacity.

Ms. Clarke earned a Bachelor of Arts degree in Political Science at the University of Redlands.

Wanda Holloway, developer, has been employed by Palmetto GBA, a Medicare Administrative Contractor (MAC), since 1994. She holds more than 15 years of experience in provider education and outreach, including 14 years of experience managing provider education activities. In 2012, she assumed her current role as Director of Provider Education Support Services (PESS).

Ms. Holloway has managed the development of numerous Medicare provider education and outreach activities, including national conferences, webinars, teleconferences, and web-based training, since 1999.

Ms. Holloway earned a Bachelor of Science degree in Biology at the University of South Carolina.

Dr. Harry Feliciano, developer, has been a Medicare Contractor Medical Director (CMD) with Palmetto GBA for the past 18 years. As part of his current role with Palmetto GBA, Dr. Feliciano develops evidence-based public health policy in support of Medicare services for both physicians and institutional providers in the Jurisdiction 11 AB Medicare Administrative Contractor. J11 includes Palmetto GBA's 16 State Home Health and Hospice Intermediary (RHHI).

Dr. Feliciano manages the creation, implementation, and education associated with Local Coverage Determinations (LCDs) aimed at increasing awareness of the Medicare coverage and documentation requirements for physicians, hospitals, and providers of home health and hospice services.

He has served as Medical Director in clinical settings that included a 200-bed skilled nursing facility and community-based ambulatory care setting.