

The next CMS Hospital/Quality Initiative Open Door Forum scheduled for:

Date: Tuesday, January 16 2018

Start Time: 2:00pm-3:00pm Eastern Time (ET)

Please dial-in at least 15 minutes before call start time.

**\*\*This Agenda is Subject to Change\*\***

## I. Opening Remarks

Chair – Tiffany Swygert (Center for Medicare)

Moderator – Jill Darling (Office of Communications)

## II. Announcements & Updates

- FY 2019 Wage Index Timeline
- New ‘Communication About Pain’ questions on the HCAHPS Survey, beginning January 2018
  - <http://www.hcahpsonline.org/en/podcasts/>
- Low Volume Settlement Opportunity Announcement
  - <http://go.cms.gov/LVA>

## III. Open Q&A

**\*\*DATE IS SUBJECT TO CHANGE\*\***

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**ODF EMAIL MAILBOX:** [Hospital\\_ODF@cms.hhs.gov](mailto:Hospital_ODF@cms.hhs.gov)

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*This Open Door Forum is not intended for the press, and the remarks are not considered on the record. If you are a member of the Press, you may listen in but please refrain from asking questions during the Q & A portion of the call. If you have inquiries, please contact CMS at [Press@cms.hhs.gov](mailto:Press@cms.hhs.gov). Thank you.*

Open Door Participation Instructions:

This call will be Conference Call Only.

To participate by phone:

Dial: 1-800-837-1935 & Reference Conference ID: 31068802

Persons participating by phone do not need to RSVP. TTY Communications Relay Services are available for the Hearing Impaired. For TTY services dial 7-1-1 or 1-800-855-2880. A Relay Communications Assistant will help.

Encore: 1-855-859-2056; Conference ID: 31068802

Encore is an audio recording of this call that can be accessed by dialing 1-855-859-2056 and entering the Conference ID beginning 2 hours after the call has ended. The recording expires after 2 business days.

For ODF schedule updates and E-Mailing List registration, visit our website at <http://www.cms.gov/OpenDoorForums/>.

\*\*The Provider Ombudsman for the New Medicare Card serves as a CMS resource for the provider community. The Ombudsman will ensure that CMS hears and understands any implementation problems experienced by clinicians, hospitals, suppliers and other providers. Dr. Eugene Freund will be serving in this position. He will also communicate about the New Medicare Card to providers, and collaborate with CMS components to develop solutions to any implementation problems that arise. To reach the Ombudsman, contact: [NMCPProviderQuestions@cms.hhs.gov](mailto:NMCPProviderQuestions@cms.hhs.gov).

The Medicare Beneficiary Ombudsman and CMS staff will address inquiries from Medicare beneficiaries and their representatives through existing inquiry processes. Visit Medicare.gov for information on how the Medicare Beneficiary Ombudsman can help you. \*\*

Thank you.