

Professional Data on Webinar Course Developers

Authors

Tarnisha Brown leverages over eight years of professional experience in the design and delivery of high-impact blended learning and knowledge transfer solutions that achieve measurable performance improvement results. Ms. Brown has extensive experience in the design, development, delivery, and evaluation of training programs. She holds a Bachelors of Arts and a Masters Degree in Health Administration. She is responsible for training materials, including print materials, web-based training (WBT), and video production for the National Medicare Training Program. Her areas of expertise are adult learners, e-learning, and learning management. She can be reached at tarnisha.brown@cms.hhs.gov .

Charlotte Newman has led the National Medicare Training Program since it was mandated by statute in 1997. As Director of the Division of Training, a division within the Office of External Affairs, she is responsible for leading the efforts of this program, the official source of Medicare training and information for the Centers for Medicare & Medicaid Services. Prior to coming to CMS, she was the Director of Education for Delmarva Foundation for Medical Care, the Quality Improvement Organization for Maryland and the District of Columbia. Additionally, she has spent many years teaching software applications and Internet courses within the Maryland college system and has authored numerous technical instructional guides. She studied at the University of Maryland, University College and majored in Information Systems. She can be reached at charlotte.newman@cms.hhs.gov.

Charlayne Van, Esq., is a member of the National Medicare Training Program training team. Charlayne has educated State Health Insurance Program (SHIP) counselors on topics including Medicaid, the Children's Health Insurance Program (CHIP), and Medicare appeals. Prior to joining the National Medicare Training Program, Charlayne worked in the CMS Division of Appeals Policy serving as the Senior Policy Analyst and national subject matter expert on Advance Beneficiary Notice (ABN) policy. Ms. Van holds a Bachelor of Arts and a Juris Doctor degree. She can be reached at charlayne.van@cms.hhs.gov .

Editor

Susan Hollman's career has spanned a number of Federal agencies, including the Department of the Army, the Social Security Administration, the General Services Administration, and the Centers for Medicare and Medicaid Services. She was the lead writer on the Medicare & You handbook and led the initiative to provide Medicare educational materials in plain language. She won Vice President Al Gore's "No Gobbledy Gook Plain Language Award" for her work on the handbook. She was Division Director of the Division of Content Development, responsible for developing a multitude of beneficiary and partner educational materials on Medicare, Medicaid, and the Children's Health Insurance Program. Currently, as Technical Advisor in the Division of Training, she develops in-depth partner multi-media training materials and presents training nationwide. She studied at the University of Maryland, University College majoring in Communications and is a member of the American Society for Training and Development. She can be reached at susan.hollman@cms.hhs.gov.