



National Medicare Training Program

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 Master's 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.

Debora Terkay is a member of the National Medicare Training Program training team. Debora has also served as a Nurse Consultant with the Centers for Medicare and Medicaid Services (CMS). Debora has been an RN since 1979 and has held a variety of home health positions since 1989 including working directly with beneficiaries as a visiting nurse, and directing staff in Medicare compliance as well as in staff development and conducting orientation and mentoring. She holds a Bachelors of Science in Education and a Master's Degree in Management and Technology. She began her CMS career as a project officer for OASIS-C refinements and new quality measures for a National Rollout, and then she did work with the Survey and Certification Group – Division of Continuing Care Providers (DCCP), on Home Health and Hospice projects, trainings, policies and regulations. She can be reached at debora.terkay@cms.hhs.gov.

Melissa Moreno brings six years of intensive involvement with Medicare-related products and marketing from both private industry and CMS. She has experience conducting Medicare product and Medicare educational seminars to a wide range of audiences. As a former agent, she has worked directly with the beneficiaries, their families and advocates, state and local government officials and been immersed in Medicare education at the community level. She came to the National Medicare Training Program training team from the CMS Division of Surveillance, Compliance, and Marketing. As a member of the Marketing Policy Team, she was charged with: drafting agent/broker regulations, leading the CMS Agent/Broker Training & Testing program; providing guidance and interpretation of CMS marketing policy; and providing technical expertise concerning various Marketing operations to our Medicare Part C and D plan sponsors, Regional Offices, and other industry stakeholders. She can be reached at Melissa.Moreno@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.