



## National Training Program (NTP) Professional Data on Understanding Medicare CEU Webinar Course Developers/Presenters

### **Tarnisha Brown-Planner/Presenter**

Tarnisha Brown leverages over ten 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. She is responsible for oversight of training materials, including print materials, web-based training (WBT), video and DVD production for the CMS National Training Program. Her areas of expertise are adult learners, eLearning, and learning management.

As a Health Insurance Specialist in the Division of Training Ms. Brown's focus is program training. Ms. Brown is responsible for serving as liaison and conducting training sessions for audiences that include many Centers for Medicare & Medicaid Services partners such as State Health Insurance Assistance Program counselors (SHIPs), employees from congressional offices, Medicare beneficiaries, caregivers, disability advocates, business owners, health care providers and faith-based organizations. In addition, she conducts training for Centers for Medicare & Medicaid Services employees. Ms. Brown uses instructional design methodology activities including designing, developing and delivering.

### **Melissa Moreno- Planner/Presenter**

Mrs. Moreno has been with CMS since 2010 and brings with her ten years of intensive involvement with the Medicare program and marketing from both the private sector and CMS. As a former agent and plan sponsor territory representative, 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 Training Program 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; leading agent/broker plan sponsor audit teams, and providing technical expertise concerning various marketing operations to our Medicare Part C and D plan sponsors and our Regional Offices; and other industry stakeholders. She has continued to support the agency's mission with the national training team in providing training about CMS programs including the new Health Insurance Marketplace. Mrs. Moreno holds a Bachelor of Business Administration degree in Health Care Management and has worked to create learning curricula for health insurance agents/producers and brokers that work in the Medicare product field. She has developed regulatory and manual guidance, as well as electronic and published materials used in educating CMS and the public about the Medicare program and Health Insurance Marketplace. She regularly leads virtual and in-person training events for the CMS National Training Program on a variety of program topics.

### **Susan Razik - Planner/Editor**

Susan Razik has 31 years of experience with the Federal government. She has worked for DOD, SSA, GSA, HCFA, and now CMS. Her career at CMS started in 2001. Her experience is varied. She was the lead writer for the Medicare & You handbook. She then managed the division that produced beneficiary educational publications. She currently runs the CMS National Training Program (NTP), managing the Division of Training in the Office of Communications. The NTP is tasked with educating partners and stakeholders on Medicare, Medicaid, the Children's Health Insurance Program, and now, the Health Insurance Marketplace. She studied at the University of Maryland,



University College and has over 20 years of experience researching, writing, editing and formatting educational materials. She oversees the research and development of a variety of training products in multiple formats and media. She leads the annual training workshops held nationwide.

**Debora Terkay-Planner/Presenter/Technical Assistance**

Debora has been with the Centers for Medicare and Medicaid Services (CMS) since 2007. She began her CMS career as a Nurse Consultant and project officer for Home Health OASIS-C refinements and new Quality Measures for a National Rollout in 2010, which included the opportunity to educate the provider community. She also did work with the Survey and Certification Group- Division of Continuing Care Providers (DCCP), on Home Health and Hospice projects, state surveyor and OASIS coordinator trainings, reviewing and revising policies and regulations. Ms. Terkay is now a member of the CMS National Training Program training team as a Health Insurance Specialist. She has participated in conducting webinars as a presenter and serves as a technical lead for CEU events. She has participated in training product review, research and annual revisions. She has participated at the Regional Office workshops for 3 years. Ms. Terkay holds a Bachelors of Science in Education and a Master's Degree in Management and Technology and has been an RN since 1979. She held a variety of home health positions since 1989 including working directly with beneficiaries as a visiting nurse, as well as an Assistant Director of Medicare Compliance, Regulations, Education, Documentation and Accreditation. She has also served in roles in Quality Improvement, HR/Staff development, conducting orientation and mentoring. She excels at technical assistance, webinars, teamwork, research, updated policies and regulations, and standard operating procedures.

**Joseph Warden-Planner/Presenter**

Joseph Warden is a Health Insurance Specialist at the Centers for Medicare and Medicaid Services. He is a member of a team that provides training for CMS' National Training Program, which is tasked with providing consistent, accurate, and reliable training about the programs that CMS administers. Joseph participates in research and is a presenter for webinars and in-person training related to Medicare, Medicaid, the Children's Health Insurance Program (CHIP), and the Health Insurance Marketplace. He brings experience from both mental health and medical care settings. Joseph served as a Health Care Specialist in United States Army for several years, three of which he performed in the capacity of trainer. He was an intern at Long Island Jewish Hospital Zucker Hillside in Geriatric Psychiatry and the Queens Hospital Center's Assertive Community Treatment Team; his major duties included providing training to individuals with mental health conditions and/or their families, and facilitating caregiver support groups. He holds Master's Degree and licensure in Social Work and is currently working on a PhD in Instructional Design & Technology. Joseph has been serving the American people since 2005, and as a member of the NTP, through teamwork, is committed to ensuring that consistent, accurate and reliable training information and products pertaining to CMS administered programs are continually available.

For questions regarding the content of this activity, or for technical assistance send an e-mail to the CMS National Training Program at [DTceu@cms.hhs.gov](mailto:DTceu@cms.hhs.gov).

**This activity was developed without commercial support. None of the Webinar Course Developers/Presenters have anything to disclose.**