



CMS 2010 BI-REGIONAL MEDICARE HEALTH PLAN COMPLIANCE CONFERENCE

LISA LEE ANDERSON

Special Assistant to the Regional Manager, Office for Civil Rights

Ms. Anderson has been with the Office for Civil Rights, U.S. Department of Health and Human Services for 10 years. She is the Special Assistant to the Regional Manager. In this capacity, Lisa Lee is responsible for investigating complaints, conducting compliance reviews, and handling special projects.

Ms. Anderson received her Bachelor of Business Administration from Pace University and her Juris Doctorate from Touro Law School. Prior to joining the Office for Civil Rights, Lisa Lee served as a staff attorney at DC 37, one of the largest unions in New York City.

DAYLE BERKE

Health Insurance Specialist, Division of Medicare Health Plan Operations

Ms. Berke is a Health Insurance Specialist in the Customer Relations Branch of the Division of Medicare Health Plan Operations for CMS' New York Regional Office.

Ms. Berke is an attorney with over 20 years of health policy experience. Dayle served as the Director of Government Affairs for the National Association for Home Care in Washington, DC for 17 years. Prior to that, Dayle served as Special Counsel to the House Select Committee on Aging. Ms. Berke also worked for the Federal Trade Commission, where she was Special Counsel for Federal-State and Consumer Relations and served as Project Manager for the Prescription Drug Program.

Ms. Berke holds a Bachelor of Arts from the University of Michigan and a Juris Doctorate from Georgetown University Law Center.

PAUL COLLURA

Technical Advisor, Consortium for Medicare Health Plans Operations

Mr. Collura has been with CMS for nine years. Paul was recruited by the Agency through the prestigious Presidential Management Fellows Program, following his experience working in both executive and legislative branches of state government. Paul focused on Medicare contractor oversight during the early portion of his career at CMS, and has performed activities relating to Medicare Fee-for-Service budgets, audits, performance evaluation, and program integrity.



Since the inception of Medicare Part D, Mr. Collura has taken on leadership roles designed to improve Agency options relating to Medicare Advantage Organizations and Prescription Drug Plan oversight, including those relating to casework processes, complaint handling, and inquiry management.

PATRICK DOYLE, MS

Program Manager, National Benefit Integrity MEDIC

Mr. Doyle joined Health Integrity as National Benefit Integrity (BI) MEDIC Program Director in October 2009, after serving 31 years in law enforcement. Patrick spent 22 years with the Health and Human Services Office of Inspector General (OIG), Office of Investigations. Patrick served the last five of those 22 years as Special Agent in Charge (SAC) of Region III, which included Pennsylvania, Maryland, Delaware, Virginia, West Virginia, and the District of Columbia.

Under his leadership as SAC, Region III produced over 300 criminal convictions and returned over \$4 billion to the Government through Civil settlements and Criminal fines and penalties. During his OIG career, Mr. Doyle was the recipient of many awards, including the HHS Secretary's Award for Distinguished Service, two OIG Cooperative Achievement Awards, the President's Council for Integrity and Efficiency Excellence Award, and the Federal Executive's Board Bronze and Silver Medals.

As the Program Director for the National BI MEDIC, Mr. Doyle's responsibilities include oversight of contract performance, including day-to-day activities, client management with CMS, deliverables management, hiring, training, and serving on the Quality Steering Committee.

Mr. Doyle holds a Bachelor of Science degree in Criminal Justice from King's College in Wilkes-Barre, Pennsylvania and a Master of Science degree in Criminal Justice from St. Joseph's University in Philadelphia.

JANICE EIDEM, ESQ.

Project Director, MAXIMUS Federal Services

Ms. Eidem, Esq. is the Project Director for MAXIMUS Federal Services, Part C Qualified Independent Contractors (QIC). Janice is responsible for oversight of the Medicare Part C Reconsideration Program.

Ms. Eidem, Esq. is a graduate of Brandeis University and the Dickinson School of Law.

PAUL FOSTER

Senior Analyst, Division of Medicare Advantage Operations

Mr. Foster has worked for CMS since September 1994 as a Managed Care Specialist. Paul currently works as a Senior Analyst in the Division of Medicare Advantage Operations.

During his tenure at CMS, Mr. Foster has focused primarily on managed care issues. Paul has led numerous CMS Central Office/Regional Office review teams in analyzing and approving over 100 managed care organizations to offer health insurance benefits to Medicare beneficiaries throughout the



country as well as Puerto Rico, the Virgin Islands, and Hawaii. Mr. Foster serves as a Government Task Leader for several Federal Procurement Contracts awarded by CMS.

Mr. Foster has been the co-lead of the MSA Workgroup in Central Office since its inception in 2005. Paul led the RO/CO training team for four years coordinating major internal and external training for CMS managed care stakeholders. Paul was the Government Task Leader for the Booz Allan contract to review managed Care applications for CMS. Currently, Paul is the government task leader for the First Coast Contract to resolve payment disputes between MAO's and non-contracted providers.

Before joining CMS, Mr. Foster served in various staff, management, and public relations positions for the Social Security Administration, including a stint on Capitol Hill (Senate Side) in the HHS Liaison Office. Mr. Foster holds a bachelor's and master's degree from Bowie State University.

MICHAEL KAVOURAS

National Medicare Advantage Compliance Lead, Division of Medicare Advantage Operations

Mr. Kavouras joined CMS in 1998. In his 12 years of experience with the Agency, Michael has held numerous leadership positions in the Medicare Advantage (MA) and Prescription Drug Programs, in both CMS' Central Office and the Chicago Regional Office. Currently, Mr. Kavouras is the National Medicare Advantage Compliance Lead in the Division of Medicare Advantage Operations in CMS' Central Office. In that role, Michael oversees and coordinates the implementation of compliance actions taken against MA Organizations and leads CMS' national marketing surveillance activities. Previously, Mr. Kavouras also served as the acting Director in the Division of Medicare Advantage Operations and was the national account management team lead for the Prescription Drug Benefit program.

Mr. Kavouras also has five years of experience in the Chicago Regional Office, including roles as the Special Assistant to the Associate Regional Administrator and as the Managed Care Operations Team Lead in the Division of Medicare Operations.

Mr. Kavouras holds a Bachelor's degree from the University of Illinois and a law degree (JD) from DePaul University with a LLM in Health Law. Mr. Kavouras is a licensed attorney in the State of Illinois.

JAMES KERR

Administrator, Consortium for Medicare Health Plans Operations

As the Administrator of the Consortium for Medicare Health Plans Operations (CMHPO), Mr. Kerr supervises approximately 400 staff in CMS's 10 regional offices that provide daily oversight to over 800 contracts delivering Medicare Advantage and Prescription Drug services to more than 28 million beneficiaries nationwide. In addition, James serves as the Agency's senior management official for the Boston, New York, and Philadelphia Regional Offices, representing the CMS Administrator in external affairs matters and overseeing administrative operations. Mr. Kerr was formerly the CMS Regional Administrator in the New York Office.

Mr. Kerr came to CMS in 2003 with more than 25 years experience in top level executive positions in commercial insurance and New York City government. James was the Vice President of Government



Health Plans for UnitedHealthcare's New York Tri-State market where he launched their managed Medicare product, had profit and loss oversight for UnitedHealthcare's Medicare and Medicaid HMO products, and had operational control over several major plan management functions.

James was previously the Chief Operating Officer of Sanus Health Plan of New York and New Jersey, a 100,000-member individual practice association HMO.

Mr. Kerr has a Master of Science in Management and a Bachelor of Arts in Mechanical Engineering from the Rensselaer Polytechnic Institute. James also earned a MBA in Health Care Administration from the Mount Sinai School of Medicine, Baruch College. Additionally, James received the Presidential Meritorious Executive Rank Award in October 2007.

DANIELLE MOON, JD, MPA

Director, Medicare Drug and Health Plan Contract Administration Group

Ms. Moon is the Director of the Medicare Drug and Health Plan Contract Administration Group in the Center for Medicare (CM). This group is responsible for the development and implementation of policies and procedures for the operations of the Medicare Advantage Program, which includes new product types such as Special Needs Plans and Medicare Savings Accounts, contracting, bid negotiations, plan performance, and related data analyses.

Prior to her current position, Mrs. Moon served as the Deputy Director of the Medicare Enrollment and Appeals Group (also in CM), which is responsible for Medicare beneficiary enrollment, eligibility, and appeals policy for the traditional Medicare Fee-for-Service program, the Medicare Advantage program, and the Medicare Prescription Drug program. During her 13-year tenure at CMS, Mrs. Moon has served in a variety of management and technical policy positions throughout the agency and in the Office of the General Counsel in the Department of Health and Human Services.

Mrs. Moon received her Juris Doctorate from the University of Maryland School of Law and her Master's in Public Administration from the George Washington University. Danielle is a member of the Maryland Bar.

KELLI ROBINSON

Investigator, Office for Civil Rights

Ms. Robinson has been with the Office for Civil Rights, U.S. Department of Health and Human Services for eight years. Kelli is an investigator, and in this capacity, she is responsible for investigating complaints and conducting compliance reviews. Kellie is primarily responsible for investigating Privacy and Security Rule complaints and serves as Region II's Security Rule Lead.

Ms. Robinson received her Bachelor of Arts at Fairleigh Dickinson University and Master of Arts from the University of Baltimore. Prior to joining the Office for Civil Rights, Kelli worked as an investigator with the Maryland Insurance Administration in Baltimore, Maryland.



BEVERLY SGROI

Health Insurance Specialist, Division of Appeals Policy

Ms. Sgroi serves as a subject matter expert regarding Medicare Part C appeals policy and operations. In addition, Beverly is the Contracting Officer Technical Representative (COTR) for CMS' Medicare Part C Independent Review Entity (IRE).

JAIME TORRES, DPM, MS

New York Regional Director, U.S. Department of Health & Human Services

Jaime Torres, DPM, MS, was named Regional Director of the New York Regional Office for HHS by Secretary Kathleen Sebelius on April 6, 2010.

As the HHS Regional Director, Dr. Torres serves as the Region II representative of Secretary Sebelius and helps coordinate the implementation of departmental policies and initiatives in Region II, which includes New York, New Jersey, Puerto Rico, the U.S. Virgin Islands, and seven Tribal nations. Dr. Torres will play a vital role in HHS' effort to effectively implement the Patient Protection and Affordable Care Act.

Previously, Dr. Torres was Associate Director of Consultative Services at Coler-Goldwater Specialty Hospital, part of New York City's Health and Hospitals Corporation - the nation's largest public hospital system. Jaime is also the founder and President of Latinos for National Health Insurance, a national coalition working for equality in healthcare.

Dr. Torres has served on the Board of Directors of the National Hispanic Council on Aging and on the Advisory Board of the National Hispanic Medical Association (NHMA) from 2000-2006.

For eight years, Dr. Torres represented the NHMA in the National Diabetes Education Program (NDEP), which is sponsored by the National Institutes of Health and the Centers for Disease Control and Prevention. As vice-chair of NDEP's Hispanic/Latino Work Group, he was instrumental in creating bilingual health campaigns for people with diabetes.

In 2006, Dr. Torres served as a spokesman for the American Podiatric Medical Association's campaign "Descubras Sus Pies" (Discover Your Feet), which educated the Latino community on how to prevent foot ailments related to diabetes.

Dr. Torres earned his Doctorate of Podiatric Medicine from the New York College of Podiatric Medicine, and a master's degree in Community Health from Long Island University.



JOEL TRUMAN

Deputy Division Director, Division of Field Operations

Mr. Truman joined the Medicaid Integrity Group (MIG) in March 2007. Joel is one of two Deputy Division Directors in the Division of Field Operations. Joel supervises the New York and Atlanta Field Offices. He is also responsible for providing technical assistance to all US states and territories in CMS Regions I through IV.

Prior to joining the MIG, Mr. Truman was a Special Assistant to the Regional Administrator and a Medicaid Branch Chief in the New York Regional Office. Joel also served in 2004 as Acting Executive Officer for the Regional Director of the U.S. Department of Health and Human Services in New York. Before coming to the New York Regional Office in 1998, Joel was a Special Assistant to the Medicaid Bureau Director and Project Officer at CMS headquarters in Baltimore.

Before joining CMS, Joel was an analyst for the Wisconsin State Medicaid program and a Unit Chief in the Wisconsin Center for Health Statistics

CYNTHIA TUDOR, PhD

Director, Medicare Drug Benefit and C&D Data Group

Dr. Tudor is the Director of the Medicare Drug Benefit and C&D Data Group in Baltimore, Maryland. The Medicare Drug Benefit and C&D Data Group (MDBG) is responsible for most activities related to the implementation and operation of the drug benefit (Part D) for CMS. Cynthia's Part D operational responsibilities include applications, formulary development, contracting, day-to-day operations, and benefits policy. Cynthia is also responsible for developing and analyzing Medicare Advantage (Part C) and Part D data and development of performance and quality metrics.

Prior to serving in MDBG, Dr. Tudor led the implementation and operations of Risk Adjustment (RA) payments to Medicare Advantage organizations. Beginning at the Office of Research and Demonstrations at CMS, Dr. Tudor led a team of researchers who were responsible for the development of multiple approaches for risk adjustment. Dr. Tudor then led the development of methods of collecting data from plans, implemented the collection of these data, processed the data, applied a risk adjuster, validated RA payments, and determined the impacts of risk adjustment on M+C plans. The risk adjustment methodology was implemented successfully first in January, 2000 and then modified for payments beginning in 2004 using an expanded model. Dr. Tudor also led the development of the risk adjuster for Part D.

Before coming to CMS, Dr. Tudor served as a consultant to MedStat in such areas as Medicaid pharmaceutical costs, use of home health services by Medicare beneficiaries, and quality of care assessment in Medicaid nursing facilities and in CHAMPUS outpatient mental health services. Dr. Tudor also served as the leader at the Association of American Medical Colleges in their surveys of prospective, matriculating, and graduating medical students.

Dr. Tudor received her doctorate from the Johns Hopkins University and received post-doctoral training at the University of Maryland Medical School, Department of Epidemiology and Preventive Medicine. Cynthia is a Georgia native.



KITICHIA WEEKES

Health Insurance Specialist/Account Manager, Division of Medicare Health Plan Operations (DMHPO)

Ms. Weekes, a native of St. Croix, U.S. Virgin Islands received her Bachelor of Science degree in Health Care Management from Florida A&M University Magna Cum Laude, December of 1993. In May 2002, Kitichia received her Master of Arts Degree in Rehabilitation Counseling from the University of Maryland College Park.

Ms. Weekes is currently employed as a Health Insurance Specialist/Account Manager in New York's Regional Office, Division of Medicare Health Plan Operations (DMHPO). At CMS, Kitichia also served in the capacity of Special Assistant to the former DMHPO Associate Regional Administrator (ARA) and the current DMHPO ARA, Reginald Slaten from March 2008 to late May 2009.

Moreover, Ms. Weekes served as the Office of the Lieutenant Governor's Virgin Islands Medicare Coordinator/ State Health Insurance Assistance Program (SHIP) Director from April 2004 to February 2008. Under Kitichia's directorship, VI SHIP was bestowed 2nd place national and cluster performance rankings among 54 SHIPs for FY 2007 (April 2007 – March 2008) and was selected as one of 13 SHIPs to receive a Performance Plus Award in FY 2006 (April 2006 – March 2007).

Additionally, Ms. Weekes worked as a Perinatal Case Manager for the Virgin Islands Perinatal, Inc. from January 2002 to April 2004 and the Office Coordinator for the Governor Juan F. Luis Hospital Nursing Administration Department from May 1999 to August 2000. Kitichia's professional memberships include Golden Key International Honor Society and Phi Delta Kappa Honor Society.

