



## **RAÚL ALICEA-MORALES**

*Provider Liaison, Centers for Medicare and Medicaid Services (CMS), Puerto Rico/Virgin Islands Field Office*

Raúl Alicea-Morales serves as the Provider Liaison conducting collaborative outreach workshops, seminars, presentations in Puerto Rico and the US Virgin Islands for the Centers for Medicare and Medicaid Services (CMS) Puerto Rico/Virgin Islands Field Office. He is the HITECH lead for PR and the USVI.

Mr. Alicea-Morales is a Hospital Administrator with more than 20 years of experience working for hospitals on the island. He earned a Master's degree in Business Administration with a minor in Health Care Management from the University of Phoenix in Puerto Rico. He began to work with CMS Region 2 in 2005.

## **CARMEN AYALA-BLADT**

*Health Insurance Specialist, Division of Medicare Health Plans Operation*

Carmen Ayala-Bladt is an Account Manager, Health Insurance Specialist at the CMS New York Regional Office. She has been working for CMS since 1987. Ms. Ayala-Bladt is responsible for the review and approval of the first MAO in Puerto Rico and has been involved in the review and approval of many contracts and monitoring audits to PR companies.

Ms. Ayala-Bladt's responsibilities as an Account Manager are to monitor specifically assigned Medicare Advantage Plans day-to-day. She is currently the Puerto Rico DOI MOU Liaison and handles most issues dealing with PR in general.

Prior to working for CMS, Ms. Ayala-Bladt worked for the Social Security Administration in Puerto Rico, New York, and New Jersey. Ms. Ayala-Bladt was raised in Puerto Rico and attended the Inter American University in Fajardo, Puerto Rico, prior to moving to NY in 1978.

## **IRIS A. BERMUDEZ**

*Director, CMS-Puerto Rico/Virgin Islands Field Office (PR/VI FO)*

Iris A. Bermudez-Lugo serves as the Director of the CMS Puerto Rico/Virgin Islands Field Office for RO2, providing a local presence, local leadership, and a dialogue with key stakeholders throughout the year in coordination with all Consortia business lines.

Ms. Bermudez began to work with the New York RO in 2002; was promoted to the Atlanta Regional Office and subsequently promoted back to the NYRO as Director of the PR/VI Field Office. She worked for the government of the US Virgin Islands for twenty seven years prior to her arrival at CMS.

Ms. Bermudez is a social worker/educator by training. She earned a Master's degree in Education at the University of Miami, Coral Gables, Florida and a Bachelor's degree in Social Work from Temple University in Philadelphia, Pennsylvania.

## **MATTHEW CHARETTE**

*Senior Special Agent with the United States Department of Health & Human Services, Office of Inspector General, Office of Investigations (DHHS/OIG/OI)*

Matthew Charette is a Senior Special Agent with the United States Department of Health & Human Services, Office of Inspector General, Office of Investigations (DHHS/OIG/OI). Mr. Charette has ten years experience working with DHHS/OIG/OI. During that time he has been assigned to the Puerto Rico Field Office.

Mr. Charette's primary responsibility is investigating criminal fraud against health care programs such as Medicare and Medicaid. Prior to this, Mr. Charette worked as an Investigator for Palmetto GBA, a Medicare contractor, and as a Police Officer in the State of Connecticut. Mr. Charette holds a Bachelor's degree in Criminal Justice, Law Enforcement Administration, from the University of New Haven, Connecticut.

## **LIZ CUSTODIO-COLON**

*Lead Investigator, SafeGuard Services, LLC, Puerto Rico Office*

Liz Custodio-Colon works with SafeGuard Services, LLC as the Lead Investigator for the Puerto Rico Office. Mrs. Custodio has more than 24 years of successful experience working within the Health Care Industry. She worked in Triple S-Medicare Division as Supervisor for the Hearings and Fraud Sections. Mrs. Custodio also worked with TriCenturion and Electronic Data System (EDS), former program safeguard contractors for CMS.

Mrs. Custodio's main role is to lead other investigators to develop and refer potential fraud cases to the Office of Inspector General (OIG). In addition, she acts as the contact person for SGS Office in Puerto Rico. As part of her roles, Mrs. Custodio provides support to the Department of Justice, U. S. Attorney's Office, Office of the Inspector General (OIG), Federal Bureau of Investigations (FBI), and other federal agencies during the development of their investigations.

Mrs. Custodio obtained a degree in Commercial Advertising and Graphics Arts from the Carolina Regional College – University of Puerto Rico. She enjoys reading, traveling, cooking, and sharing time with her family.

## **YVETTE M. DOMENECH-AVILÉS**

*Aide to the Commissioner, Office of the Commissioner of Insurance of Puerto Rico*

Since 2007, Ms. Domenech works in the Office of the Commissioner of Insurance of Puerto Rico as Aide to the Commissioner, assisting him in the coordination of events related to communications, professional development seminars and other activities. Also, she is the liaison between the OCI and other state agencies and federal agencies in related matters. During the past two years, she has been the liaison between the National Association of Insurance Commissioners and the Association of Latin American Insurance Supervisors, collaborating in the formulation of public policy at the national and international level. Pertaining

to the NAIC, she is the project manager for the accreditation of the OCI before the NAIC and participates, in representation of the Commissioner, in a number of committees that include the “Interstate Insurance Compact,” “International Insurance Relations (G) Committee,” “Reinsurance Task Force,” “Antifraud Committee,” Examination Oversight (E) Task Force,” and the “Southeastern Zone.”

Ms. Domenech-Avilés has a Bachelor’s Degree in Business Administration, with a concentration in Management and International Business, summa cum laude, from the University of the Sacred Heart in Santurce, PR and a Master’s Degree in Business Administration, magna cum laude, from the University of New Orleans.

## **EDNA DUMAS**

*Health Insurance Specialist, Division for Medicare Health Plans Operations*

Edna Dumas serves as a Plan Analyst for the Medicare Advantage Branch, New York Regional Office. Ms. Dumas came to CMS following seven years of leadership roles with the Federal Bureau of Prisons and the New York State department of Correctional Services, including Case Management, Accreditation Management and Hispanic Employment Program Management.

Ms. Dumas completed her undergraduate studies at the University of Puerto Rico, and graduate studies in the area of Health and Human Services, specifically in the area of Counseling, with a specialty in Marriage and Family Therapy.

## **ELIAS ENRIQUEZ**

*Nurse Consultant, Division of Medicare Health Plans Operation*

Elias Enriquez is a Nurse Consultant and Account Manager in the Division of Health Plans Operations in the New York Regional Office of the Centers for Medicare & Medicaid Services (CMS). As part of his current duties, he is responsible for reviewing and auditing the Health Services Management and Delivery operations of Medicare Advantage Organizations, including their credentialing systems. He was previously assigned to the CMS Division of Survey and Certification, where his duties included federal oversight surveys of compliance monitoring of Medicare certified health care facilities in Puerto Rico. His prior experiences include acute care, public health nursing, nursing education, and quality management.

Mr. Enriquez is a Certified Professional in Healthcare Quality (CPHQ). He obtained a Bachelor of Science in Nursing from Long Island University, a Master’s Degree in Health Education from Hunter College of the City University of New York, and a Juris Doctor Degree from Fordham Law School.

## **MILITZA FLORES**

*Health Plan Analyst, Consortium for Health Plan Operations, Medicare Advantage Branch*

Militza Flores serves as Health Plan Analyst, Consortium for Health Plan Operations, Medicare Advantage Branch, which is devoted to monitor compliance for Medicare Advantage and part D sponsors.

Mrs. Flores has been with CMS since 2007. Her previous work involved Health Education and Quality Improvement in MA industry.

Mrs. Flores holds undergraduate degree in Science from the University of Puerto Rico and graduate courses in Public Health from Medical Science Campus, University of Puerto Rico.

## **YASMIN GALVEZ**

*Financial Management Specialist, Division of Finance and Benefits*

Yasmin Galvez is part of the team that reviews applications and annual/quarterly Medicare Advantage plan and Part D Prescription Drug plan financial submissions. The objective of the team is to assess how organizations are maintaining a fiscally sound operation, as required by the regulations that govern Medicare Advantage Organizations contracting with CMS. Ms. Galvez is also part of a Medicare Advantage team of individuals tasked with the review of benefits and cost-sharing for Medicare Advantage plan benefit packages (PBP) submitted to CMS.

Ms. Galvez has been with CMS since 2002. She holds an undergraduate degree from the Inter American University of Puerto Rico in accounting and is a Certified Public Accountant (CPA) from the State of Maryland.

## **NORMA YVONNE HARRIS**

*Health Insurance Specialist*

Norma Yvonne Harris, a native of the Republic of Panama, is a bi-lingual Health Insurance Specialist in the Division of Medicare Health Plan Operations in the New York Regional Office of the Centers for Medicare & Medicaid Services.

Her regional responsibilities include the National Medicare Training Program, outreach, initiating and sustaining partnerships, health initiatives and producer/writer/host of a unique outreach tool: a monthly television show entitled "CMS & You," broadcast on 45 partner stations throughout New York, New Jersey, New Hampshire and USVI.

Ms. Harris earned her B.A. in Economics, Cum Laude from New York City University and a Masters in Media, Summa Cum Laude from New York University.

## **CESAR HERNANDEZ**

*Project Consultant, Medicare Education and Performance Solutions Center at FCSO*

Cesar Hernandez is a Project Consultant with the Medicare Education and Performance Solutions Center at FCSO. Mr. Hernandez has more than 11 years successful experience in Medicare customer service and support with recognized strengths in training and education, data analysis, and project management.

As Project Consultant, Mr. Hernandez' main role is to lead some of the educational priorities for Jurisdiction 9 with focus on providers in Puerto Rico.

Mr. Hernandez has a bachelors in science from the Pontifical Catholic University of Puerto Rico. During his spare time he enjoys traveling, running marathons, and cycling.

## **AMIE HURT**

### *Bilingual Provider Relations Senior Analyst*

Amie Hurt serves as one of the Spanish-speaking Provider Relations Senior Analysts (POE), who are devoted to providing education to DME suppliers and providers by developing educational materials for presentations through teleconferences, online education, webinars, face to face and workshops. She is also responsible for assisting with complex procedural questions and providing guidance on CMS updates. Ms. Hurt works with other operational departments within DME to obtain information on supplier needs for education, based on claim errors, audits, and billing trends. She develops and translates these educational materials for the Spanish provider community.

Ms. Hurt has been with CGS since 2008, and her previous work with this company includes Customer Service, Quality Assurance, and working with the training department. Ms. Hurt joined the Provider and Outreach department at the beginning of this year.

## **MARIA E. MARTINEZ**

### *Health Insurance Specialist for CMS, SHIP Liaison and the Beneficiaries Outreach Coordinator, Puerto Rico and the US Virgin Islands*

Maria E. Martínez has an Associate Degree in Administration and a Bachelor's Degree in Business Education from the University of Puerto Rico, Rio Piedras Campus. She began her 32 year federal career at the Veterans Hospital as Administrative Assistant in the Psychology and Nuclear Medicine Departments on July 1., 1979. She transferred to the (HCFA) PR Field Office, and over the years Ms. Martinez has been an integral part of the implementation of the most important changes in Medicare. Her knowledge of Medicare is extensive due in large part to her various duties and assignments, including Acting Director for the PRFO during the implementation of Part D.

As a Health Insurance Specialist for CMS, Ms. Martínez is the SHIP Liaison and the Beneficiaries Outreach coordinator for Puerto Rico and the US Virgin Islands. Ms. Martínez received many awards include the Chief Operating Officer's Achievement Award on May, 2009 in recognition of outstanding customer service and her commitment and responsibility to CMS.

## **MIGUEL NEGRÓN-RIVERA**

### *Executive Director, Puerto Rico MEDICAID Program*

Miguel Negrón-Rivera started a second career as the Executive Director for the Puerto Rico Medicaid Program in February 2009, after thirty-eight years with the Social Security Administration, as District Manager for the Caguas Region, Puerto Rico. He served as District Manager for eighteen years.

In his previous position, he administered the Social Security Program within the service area of three offices and twelve municipalities. He was third line supervisor for thirty-four employees and planned, organized, and directed the administration program within the assigned area to provide balanced, effective and economical services.

As Executive Director for the Puerto Rico Medicaid Program, he is responsible for ninety-three offices Island-wide, nine hundred and fifty-six employees, and a combined budget of \$497,661,166.00 in fiscal year 2011.

Mr. Negrón is currently responsible for compliance and audit responses for the current budget. His experience includes training, process documentation, process streamlining, and optimizing for cost efficiency.

## MYRNA I. PEREZ

*Director of Public Relations for Puerto Rico and the US Virgin Islands*

Myrna Perez graduated from the University of Puerto Rico with a masters in Social Sciences with a concentration in Psychology. She currently holds the position of Public Relations Director and Press Official, for Puerto Rico and the US Virgin Islands.

She has contributed to the newspaper *El Vocero* for 20 years, with a column published every Thursday titled “Everything about Social Security.” Her column has received recognition in Puerto Rico and elsewhere, especially in the cities in the United States with a large population of Puerto Ricans and Spanish speakers. In addition, she participates in the TV show “Noticentro al Amanecer” through WAPA-TV, Channel 4, on Tuesdays. She offers information on Social Security for the news station of WIPR-TV, Channel 6, and has her own radio show called “Everything about Social Security” that is transmitted live every Thursday from 1:00pm to 2:00pm by Radio Paz 8:10AM. All her efforts are aimed at keeping the population of Puerto Rico informed of the different programs, benefits, and responsibilities under Social Security.

## HONORABLE PEDRO R. PIERLUISI

*Resident Commissioner and Congressman*

Pedro Pierluisi has been Puerto Rico’s Resident Commissioner in Washington since January 2009. A member of the Democratic Party, he is the sole representative in Congress of the nearly four million American citizens who reside on the Island.

As a freshman Member of Congress, Congressman Pierluisi compiled an impressive record of achievements on a broad range of issues. He was assigned to the Committee on the Judiciary, where he served as Vice-Chair of the Subcommittee on Crime, Terrorism, and Homeland Security; the Committee on Education and Labor; and the Committee on Natural Resources.

Soon after taking office, Congressman Pierluisi helped secure billions of dollars in federal grants and tax credits for Puerto Rico under the American Recovery and Reinvestment Act. He subsequently worked to ensure that Puerto Rico and the other U.S. territories were treated fairly in the landmark health care bill known as the Affordable Care Act. Because of his efforts, the final bill tripled the federal Medicaid funds that Puerto Rico will receive over the next decade, made Puerto Rico eligible to establish a health insurance exchange providing nearly \$1 billion in federal subsidies for that purpose, and extended most of the important consumer protections and insurance market reforms to the Island.

Congressman Pierluisi has also been appointed to the Committee on Ethics, which investigates alleged violations of laws and House rules by Members of Congress. Congressman Pierluisi continues to undertake efforts to improve life for his constituents in the areas of job creation, economic development, education, health care, infrastructure, and crime control.

Born in San Juan, Congressman Pierluisi is an attorney with 24 years of legal experience in the public and private sector. Resident Commissioner Pierluisi served as Attorney General of

Puerto Rico during the early 1990's. He is a graduate of Tulane University and George Washington University Law School. He is married to Maria-Elena Carrión and has four adult children.

## **ANA DEL C. PUJOL**

*Director, SHIP*

Ana del C. Pujol has a Bachelors Degree in Social Sciences with a major in Personnel, from the University of Puerto Rico. For 11 years, she was the Director of the Foster Grandparents Program, East Region of the Corporation for National Service.

Mrs. Pujol was the Supervisor of the Department of Health, Medicare Billing, and Documents Control. She has been the Puerto Rico SHIP Director for 9 years.

## **EDGARDO REYES**

*Health Insurance Specialist, Division of Medicare Health Plans Operation*

Edgardo Reyes, a native of Puerto Rico, serves as an Account Manager in the Medicare Advantage Branch of the Division of Medicare Health Plan Operations in CMS New York. He is responsible for overseeing most aspects of the Medicare Advantage and Prescription Drug programs. Mr. Reyes also participates in the review of new applications as well as performance and compliance audits.

Mr. Reyes joined CMS in 2007 after 15 years at Puerto Rico's former Part B Carrier, Triple-S, Inc., where he held several leadership positions, including Community Relations Supervisor, Appeals and Provider Contact Center Supervisor, and Provider Outreach and Education Supervisor. He holds a Bachelor's degree in Business Administration from Metropolitan University in Puerto Rico.

## **ALMA V. RIVERA**

*Senior Clinical Coordinator, Quality Improvement Professional Research Organization (QIPRO)*

Dr. Alma V. Rivera serves as the Senior Clinical Coordinator of the Quality Improvement Professional Research Organization, the Medicare Quality Improvement Organization for Puerto Rico. QIPRO as the Medicare QIO has the mission of improving the effectiveness, efficiency, economy, and quality of services delivered to Medicare beneficiaries.

Dr. Rivera has been with QIPRO since 1987 and has expertise in QIO Medicare medical peer review activities such as quality, utilization, DRG, and EMTALA reviews, and appeals. She holds a Doctoral degree in Medicine from the University of Puerto Rico Medical Sciences Campus and a fellowship in Hematology-Oncology from the San Juan City Hospital.

## **CARMEN RIVERA-ROSADO**

*Survey and Certification Director – Medicare Division*

Carmen Rivera-Rosado is the Director of the Medicare Survey and Certification Division of the Puerto Rico State Department of Health. Ms. Rivera oversees all compliance activities and

priorities established by the Federal Government (CMS), including related surveys and follow up visits to health facilities as indicated in the Medicare Program.

Ms. Rivera started working with the Medicare division on 2000. She also served as a Medicare Surveyor for the division surveying health facilities like hospitals, hospices, home health services, renal units, and ambulatory surgery centers.

Ms. Rivera directed the Nursing Services on Planning for Policies and Practices Implementation at the University Hospital Dr. Ruiz Arnau. She earned a Bachelor Degree in Nursing from the Interamerican University in San Juan.

## DAVID SANTANA

*Health Insurance Specialist, National Medicare Training Program, Office of External Affairs, Centers for Medicare and Medicaid Services*

David Santana is a Health Insurance Specialist at Centers for Medicare & Medicaid Services (CMS). Mr. Santana works in the Office of External Affairs under the Division of the National Medicare Training and is the head trainer. He is responsible for communicating information about CMS programs and resources available to beneficiaries, partners, and advocacy groups. Mr. Santana is also responsible for conducting training seminars across the nation; developing educational materials used in the training workshops of the National Medicare Training for contractors and partners; and providing technical assistance to federal, state, and community agencies on the Medicare program.

## REGINALD G. SLATEN

*Associate Regional Administrator, Division of Medicare Health Plans Operations*

Reginald Slaten is the Associate Regional Administrator (ARA) for the Division of Medicare Health Plans Operations at the Centers for Medicare & Medicaid Services' (CMS) New York Regional Office, one of ten such positions in the country.

As the ARA, Mr. Slaten is responsible for leading CMS's oversight of the Medicare Advantage and Prescription Drug Plan programs in New York, New Jersey, Puerto Rico, and the U.S. Virgin Islands, through the management of over 80 contracts with more than 40 healthcare organizations. His office is also charged with addressing all interactions with beneficiaries, their families, care givers, health care providers, and others operating on their behalf concerned with improving beneficiaries' ability to make informed decisions about their health and about Medicare Advantage and Prescription Drug Plan program benefits administered by CMS.

Mr. Slaten joined CMS (formerly the Health Care Financing Administration) in 1979, following the start of his Federal career with the Social Security Administration. His many years of public service have given him extensive knowledge and experience with most of the technical and operational aspects of the Medicare and Medicaid programs. He holds a Bachelor of Science degree in Management Science from Kean University and pursued M.B.A. graduate studies at Rutgers University. Mr. Slaten is currently a Senior CMS Fellow in the Council for Excellence in Government Fellows Program, a leadership program that promotes improving government through vision, action and results concepts and the recipient of the York Region Federal Executive Board Award for Excellence in Workforce Development.

## JOSE LUIS SOTO

*Senior Special Agent, United States Department of Health & Human Services, Office of Inspector General, Office of Investigations, Puerto Rico Field Office*

Jose Luis Soto is a Senior Special Agent with the United States Department of Health & Human Services, Office of Inspector General, Office of Investigations assigned to the Puerto Rico Field Office. Mr. Soto has been employed in such capacity for the past six years.

During this period, Mr. Soto has been responsible for investigating criminal fraud against the health care programs such as Medicare and Medicaid. Prior to this, he worked as an Investigative Support Specialist for the Federal Bureau of Investigation and as a Pharmaceutical Representative in the healthcare industry for various multinational companies.

Mr. Soto holds a Bachelor of Business Administration from the University of Massachusetts in Amherst and currently is pursuing a Master's Degree in Criminal Justice at the Inter-American University of Puerto Rico.

## OLGA SUNDSTROM

*Bilingual Provider Relations Senior Analyst*

Olga Sundstrom is on the Provider Outreach and Education team for CGS' DME Contract Jurisdiction C. She is currently supporting the team's efforts to expand bilingual provider services, web-based courses, and face-to-face customer education. She develops and translates educational materials to present in a variety of avenues, and obtains and develops statistical information for educational needs on claim errors, audits and billing trends.

Ms. Sundstrom has been with CGS since 2009, and in her previous position she served as a Private Fee for Service Call Center Supervisor. She joined the POE team in October 2009. Ms. Sundstrom's career has been in the financial field, with extensive operational and business management experience with notable service organizations.

## JAIME R. TORRES

*Regional Director of the New York Regional Office for HHS*

Dr. Jaime Torres 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. Previously, Dr. Torres was Associate Director of Consultative Services at Coler-Goldwater Specialty Hospital. He is also the founder and past president of Latinos for National Health Insurance, a national coalition working for equality in healthcare. Dr. Torres has served on many boards, and in 2009 was named one of the 100 Most Influential Hispanics of the Year by Hispanic Business Magazine.

Dr. Torres earned his Doctorate of Podiatric Medicine from the New York College of Podiatric Medicine, a master's degree in Community Health from Long Island University, and a Bachelor's of Science from Fordham University. He and his wife, sculptor Donita Ellison, live in New York City.

## MICHELLE TURANO

*Deputy Director, Program Compliance and Oversight Group*

Michelle Turano serves as the Deputy Director of the Program Compliance and Oversight Group (PCOG), which is devoted to developing and implementing an effective, comprehensive compliance and audit program for Medicare Advantage and Part D sponsors. The group is also the enforcement arm of the MA and Part D program, responsible for intermediate sanctions, civil money penalties, and contract terminations.

Ms. Turano has been with CMS since 2002, and her previous work involved evaluating Medicare Advantage and Part D sponsor performance (relative to CMS' clinical and administrative program requirements). Ms. Turano holds an undergraduate degree from the University of Missouri and graduate degrees in Social Service Administration and Health Policy from the University of Chicago.