



2013 STAR RATINGS BEST PRACTICES WEBINAR

CENTERS FOR MEDICARE & MEDICAID SERVICES
CENTER FOR MEDICARE

TUESDAY, JUNE 25, 2013 | 8:45AM - 4:30PM EDT

AGENDA

8:45 am - 9:00 am

Welcome/Helpful Suggestions for Today's Webcast

Althea A. Scurvin, PMP, PRI, Moderator

9:00 am - 9:15 am

Opening Remarks

Jeffrey Kelman, MD, MMSC, Chief Medical Officer, Center for Medicare, CMS

9:15 am - 9:30 am

What's in the Stars for Star Ratings

Cynthia G. Tudor, PhD, Director, Medicare Drug Benefit and C&D Data Group, CMS

9:30 am - 10:15 am

Creating a Culture of Quality in Your Organization

Capital Advantage Insurance Company

- George Park, Director, Medicare Policy & Regulatory Management
- Jennifer Chambers, MD, Chief Medical Officer
- Therese Narzikul, Senior Director, Quality Improvement

Medco Containment Life Insurance Company

- Rebecca Rabbitt, PharmD, Vice President, Government Programs Medicare and Medicaid
- Kelle Turner, PharmD, MBA, Clinical Director, Government Programs

10:15 am - 10:30 am

MORNING BREAK

10:30 am - 11:30 am

Identifying Effective Uses for Information Technology – Panel Discussion

Cigna Healthcare Arizona, Inc.

- John Parente, MD, Chief Medical Informatics Officer

Excellus Health Plan, Inc.

- Gloriela Burns, RN, MS, CHIE, Director, Medicare Care Management
- Suzanne Brown, RN, MS, MPA, Manager, Medicare Quality

Geisinger Health Plan

- Frederick Bloom, MD, MMM, Chief Medical Director, Care Continuum, Quality and Performance
- Richard Bitting, FAHM, CHIE, Vice President, Actuarial Informatics

11:30 am - 12:15 pm

Developing Innovative Approaches to Member Outreach and Education

Capital Advantage Insurance Company

- George Park, Director, Medicare Policy & Regulatory Management
- Jennifer Chambers, MD, Chief Medical Officer
- Therese Narzikul, Senior Director, Quality Improvement
- David Skerpon, Vice President, Retail Strategy

12:15 pm - 1:15 pm

LUNCH BREAK



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1:15 pm - 2:15 pm

Conducting Successful Provider Relations – Panel Discussion

Geisinger Health Plan

- Raymond Roth, DO, MBA, Chief Medical Officer
- Jason Renne, Vice President, Network Innovations

Capital Advantage Insurance Company

- Therese Narzikul, Senior Director, Quality Improvement
- Jennifer Chambers, MD, Chief Medical Officer
- Sandra Murphy, Director, Provider Service

University of Pittsburgh Medical Center

- Stephen Perkins, MD, Vice President, Medical Affairs

2:15 pm - 3:00 pm

Closing Gaps In Care

University of Pittsburgh Medical Center

- Stephen Perkins, Vice President, Medical Affairs
- Annette Kline, RN AAS, Director, Medical Management
- John Lovelace, MS, MSIS, President, UPMC for You, Government Programs, UPMC Individual Advantage

3:00 pm - 3:15 pm

AFTERNOON BREAK

3:15 pm - 4:15 pm

Improving Beneficiary Satisfaction and Retention – Panel Discussion

Medco Containment Life Insurance Company

- Rebecca Rabbitt, PharmD, Vice President, Government Programs Medicare and Medicaid
- Amy Aldighere, Senior Director, Government Program Medicare and Client Service
- Loren Stewart, Director, Member Experience

Cigna Healthcare Arizona, Inc.

- Kristin Neal, PA-C, MPH, Director, Medicare Quality

4:15 pm - 4:30 pm

CLOSING REMARKS