



Medicare Advantage & Prescription Drug Plan

Fall Conference & Webcast

“Collaborating, Communicating, and Transforming”

September 11, 2014
9:30 am – 4:30 pm EDT

CONFERENCE GUIDE



TABLE OF CONTENTS

Program Overview	4
Agenda.....	5
Session Summaries.....	6
Speaker Bios	9
On-Site Participants.....	13
Housekeeping Rules	13
Hotel and Travel Accommodations	13
Transportation	14
Directions.....	14
General Information.....	15
Preparation Checklist.....	16
Webcast Participants	17
Viewing Tips for USTREAM.....	17
How to Join the Webcast	17
Technical Support.....	17
Preparation Checklist.....	18
Additional Resources	19

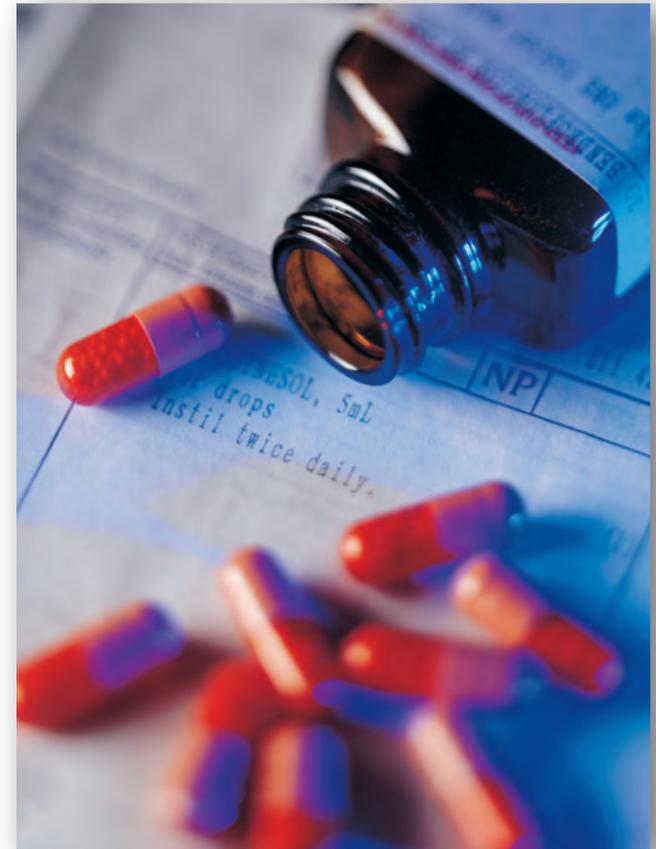
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PROGRAM OVERVIEW

CMS experts will be coming together to provide important new information for the Medicare Advantage & Prescription Drug Plan sponsoring organizations at an all-day event designed for staff-level operations, mid-level management, and senior executives as CMS provides important new information for Medicare Advantage and Prescription Drug Sponsoring Organizations.

This one day event will be held on **Thursday, September 11, 2014, from 9:30 AM – 4:30 PM EDT** and will consist of sessions presented by subject matter expert speakers who will share information on the following topics:

- **2015 C & D Regulation**
- **Hospice Policy**
- **Medicare Part C & D Appeals Web Based Training Modules**
- **Opioid Overutilization Update**
- **Combatting Drug Diversion**
- **Audit & Enforcement Updates**
- **Financial Alignment Demonstrations—Update**



AGENDA

8:00 am - 9:30 am	CHECK-IN/BADGING
9:30 am - 9:40 am	Welcome Stacey Plizga, PRI, Moderator
9:40 am - 9:50 am	Opening Remarks Sean Cavanaugh, MPP, Deputy Administrator and Director of the Center for Medicare
9:50 am - 10:55 am	2015 C & D Regulation Medicare Part C Heather Kilbourne, JD, BA, Medicare Drug & Health Plan Contract Administration Group, Center for Medicare Medicare Part D LT. Marie E. Manteuffel, PharmD, MPH, Medicare Drug Benefit and C& D Data Group, Center for Medicare Prescriber Enrollment for Medicare Part D Richard Gilbert, Provider Enrollment Operations Group, Center for Program Integrity Alisha Banks, Provider Enrollment Operations Group, Center for Program Integrity Lisa Vanston Thorpe, JD, LLM, Medicare Drug Benefit and C & D Data Group, Center for Medicare
10:55 am - 11:30 am	Hospice Policy Deborah Larwood, DM, MBA, Medicare Drug Benefit and C& D Data Group, Center for Medicare Kelly Vontran, RN, MSN, Chronic Care Policy Group, Center for Medicare
11:30 am - 12:15 pm	Medicare Part C & D Appeals Web Based Training Modules Caroline L. Zeman, JD, CHC, Medicare Enrollment & Appeals Group, Center for Medicare
12:15 pm - 1:10 pm	LUNCH BREAK
1:10 pm - 1:55 pm	Opioid Overutilization Update Gary Wirth, RPH, MBA, Medicare Drug Benefit and C& D Data Group, Center for Medicare Carolyn L. Stang, PharmD, Executive Advisor, Medicare Program Services, CVS Caremark
1:55 pm - 2:40 pm	Combatting Drug Diversion Rosalind Abankwah, PharmD, Division of Plan Oversight and Accountability, Center for Program Integrity
2:40 pm - 2:55 pm	AFTERNOON BREAK
2:55 pm - 3:40 pm	Audit & Enforcement Updates Audit Updates Milonda Mitchell, MBA, MPA, Medicare Parts C & D Oversight and Enforcement Group, Center for Medicare Enforcement Updates Ann Levinstim, MBA, JD, Medicare Parts C & D Oversight and Enforcement Group, Center for Medicare
3:40 pm - 4:25 pm	Financial Alignment Demonstrations – Update Lindsay P. Barnette, MPH, Medicare-Medicaid Coordination Office Vanessa S. Duran, MPA, Medicare-Medicaid Coordination Office
4:25 pm - 4:30 pm	CLOSING REMARKS

SESSION SUMMARIES

Opening Remarks

Sean Cavanaugh, MPP, Deputy Administrator and Director of the Center for Medicare, CMS

2015 C & D Regulation

MEDICARE PART C

Heather Kilbourne, JD, BA, Health Insurance Specialist, Division of Policy, Medicare Drug & Health Plan Contract Administration Group, Center for Medicare, CMS

MEDICARE PART D

LT. Marie E. Manteuffel, PharmD, MPH, Senior Assistant Pharmacist, Division of Drug Policy, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS

PRESCRIBER ENROLLMENT FOR MEDICARE PART D

Richard Gilbert, Director, Division of Enrollment Systems, Provider Enrollment Operations Group, Center for Program Integrity, CMS

Alisha Banks, Lead Health Insurance Specialist, Provider Enrollment Operations Group, Center for Program Integrity, CMS

Lisa Vanston Thorpe, JD, LLM, Health Insurance Specialist, Division of Part D Policy, Medicare Drug Benefit and C& D Data Group, Center for Medicare, CMS



This session will provide an overview of changes implemented for the Parts C & D Regulation. On May 23, 2014, CMS issued a final rule that revised the Part C Medicare Advantage and Part D prescription drug benefit program regulations to implement statutory requirements, improve program efficiencies, clarify program requirements, and improve payment accuracy for Contract Year 2015.

Hospice Policy

Deborah Larwood, DM, MBA, Technical Advisor, Division of Drug Policy, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS

SESSION SUMMARIES

Kelly Vontran, RN, MSN, Nurse Consultant, Division of Home Health and Hospice Payment Policy, Chronic Care Policy Group, Center for Medicare, CMS

This session will provide participants with an understanding of the study of the effects of Medicare Part D on non-drug medical spending for beneficiaries with limited prior drug coverage, using national survey data and linked Medicare claims with focus on the discussion of policy implications of potential non-drug offsets for the Medicare program.

Medicare Part C & D Appeals Web Based Training Modules

Caroline L. Zeman, JD, CHC, Health Insurance Specialist, Division of Appeals Policy, Medicare Enrollment & Appeals Group, Center for Medicare, CMS

This session will explain the ongoing web based training modules that were developed by the Division of Appeals Policy—Medicare Enrollment & Appeals Group. There will be a brief explanation of the training topics, background information on the trainings, and some frequently asked questions. Additionally, there will be a short tour of the modules to ensure that trainees understand how to access and use the modules.

Opioid Overutilization Update

Gary Wirth, RPH, MBA, Pharmacist, Division of Clinical and Operational Performance, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS

Carolyn L. Stang, PharmD, Executive Advisor, Medicare Program Services, CVS Caremark

The Medicare Part D Overutilization Monitoring System (OMS) was implemented to help CMS ensure that plan sponsors have established appropriate drug utilization management programs to assist in preventing overutilization of prescribed medications. This session will provide participants with an understanding of CY2014 updates to CMS policy, enhancements to the OMS and MARx system; OMS reporting and trends; and additional expectations for plan sponsors in CY2015.

Combatting Drug Diversion

Rosalind Abankwah, PharmD, Deputy Director, Division of Plan Oversight and Accountability, Center for Program Integrity, CMS

Drug diversion is the most frequently investigated form of prescription drug fraud and has significant financial and safety



SESSION SUMMARIES

implications. In this session, we will discuss recent efforts by the Center for Program Integrity (CPI) to combat drug diversion in Medicare Part C and Part D such as the high risk prescriber study, high risk pharmacy lists, and outreach and education efforts to combat drug diversion. CPI intends for these efforts to increase awareness and understanding as well as improve efforts to prevent, detect and investigate suspected drug diversion.

Audit & Enforcement Updates

AUDIT UPDATES

Milonda Mitchell, MBA, MPA, Health Insurance Specialist, Division of Audit Operations, Medicare Parts C & D Oversight and Enforcement Group, Center for Medicare, CMS



ENFORCEMENT UPDATES

Ann Levinstim, MBA, JD, Health Insurance Specialist, Division of Compliance Enforcement, Medicare Parts C & D Oversight and Enforcement Group, Center for Medicare, CMS

This session will provide the audience with an update on the 2014 Medicare Parts C and D Program Audit. CMS will discuss changes made to the program audit and will share an overview of the common themes identified during the 2014 audit cycle. CMS will also provide statistics on enforcement actions imposed as a result of the program audits, including information about our approach for evaluating violations for possible Civil Money Penalties.

Financial Alignment Demonstrations – Update

Lindsay P. Barnette, MPH, Technical Director, Models, Demonstrations and Analysis Group, Medicare-Medicaid Coordination Office, CMS

Vanessa S. Duran, MPA, Senior Technical Advisor, Program Alignment Group, Medicare-Medicaid Coordination Office, CMS

This session will provide participants with status updates on the implementation of early lessons learned from the Capitated Financial Alignment Demonstration. Participants will be apprised on an array of topics, including but not limited to, enrollment, marketing, compliance, and reporting/encounter data.

SPEAKER BIOS

Rosalind Abankwah, PharmD

Deputy Director, Division of Plan Oversight and Accountability, Center for Program Integrity, CMS

Rosalind Abankwah is Deputy Director of the Division of Plan Oversight and Accountability in the Centers for Medicare & Medicaid Services' Center for Program Integrity. Rosalind is responsible for detecting and preventing potential fraud, waste and abuse in the Medicare Parts C and D programs. She previously worked at a forensic psychiatric hospital in Maryland. Rosalind received her doctoral degree in Pharmacy from the University of Maryland, School of Pharmacy.

Alisha Banks

Lead Health Insurance Specialist, Provider Enrollment Operations Group, Center for Program Integrity, CMS

Alisha Banks is the Lead Health Insurance Specialist responsible for providing oversight and guidance on the administration of the provider/supplier enrollment program and policies for Medicare Part A & B. She also coordinates and develops provider education materials and Medicare Administrative Contractor instructions to ensure effective implementation of Agency initiatives related to Medicare enrollment.

Lindsay P. Barnette, MPH

Technical Director, Models, Demonstrations and Analysis Group, Medicare-Medicaid Coordination Office, CMS

Lindsay P. Barnette serves as the lead for the team implementing the Medicare-Medicaid Coordination Office (MMCO)'s Capitated Financial Alignment Demonstration initiative. Prior to joining MMCO in 2010, she spent six years at the Center for Health Care Strategies designing and leading state technical assistance initiatives aimed at promoting integrated care for dual eligibles and Medicaid managed long-term supports and services programs. Lindsay has a Masters in Public Health, with a focus on health policy and management, from Columbia University's Joseph L. Mailman School of Public Health and a Bachelor's degree from the University of Virginia.

Sean Cavanaugh, MPP

Deputy Administrator and Director of the Center for Medicare, CMS

Sean Cavanaugh is the Deputy Administrator and Director of the Center for Medicare at the Centers for Medicare & Medicaid Services. He is responsible for overseeing the regulation and payment of Medicare fee-for-service providers, privately-administered Medicare health plans, and the Medicare prescription drug program. Medicare provides health coverage to 50 million

elderly and disabled Americans, with an annual budget of over \$550 billion.

Prior to assuming his current role, Sean was the Deputy Director for Programs and Policy in the Center for Medicare and Medicaid Innovation. In that capacity, he was responsible for overseeing the development and testing of new payment and service delivery models, including accountable care organizations and medical homes.

Previously, Mr. Cavanaugh was director of health care finance at the United Hospital Fund in New York City. He has also served in senior positions at Lutheran Healthcare (Brooklyn, NY), the New York City Mayor's Office of Health Insurance Access, and the Maryland Health Services Cost Review Commission. He started his career on Capitol Hill working for a member of the Ways and Means Health Subcommittee. He attended the University of Pennsylvania and the Johns Hopkins School of Hygiene and Public Health.

Vanessa S. Duran, MPA

Senior Technical Advisor, Program Alignment Group, Medicare-Medicaid Coordination Office, CMS

Vanessa S. Duran is a senior technical advisor on the team implementing the Medicare-Medicaid Coordination Office's Capitated

SPEAKER BIOS

Financial Alignment Demonstration initiative. Since coming to CMS in 2001, she has also held a variety of drug and health plan policy positions, most recently as Director of the Division of Policy, Analysis, and Planning in the Medicare Drug & Health Plan Contract Administration Group, as well as on teams developing and implementing the Medicare Prescription Drug Card Program and the Medicare Prescription Drug Benefit. Prior to her work at CMS, Vanessa held positions in a Washington-based public policy consulting firm focusing on women's health care issues, as well as on Capitol Hill. Vanessa has a Masters in Public Affairs, with a focus on domestic policy, from Princeton University's Woodrow Wilson School of Public and International Affairs. She is also a proud Duke University Blue Devil.

Richard Gilbert

Director, Division of Enrollment Systems, Provider Enrollment Operations Group, Center for Program Integrity, CMS

Richard Gilbert is the Director of the Division of Enrollment Systems, which is responsible for oversight and improvement of the systems related to enrollment in Medicare Fee-for-Service. This includes the Provider Enrollment, Chain, and Ownership System, which manages all information related to Providers and Suppliers who enroll in the program; and



the National Plan & Provider Enumeration System, which manages the unique identifiers issued to almost all healthcare providers, suppliers, and organizations in the country who engage with any program in Medicare, Medicaid, or Private Payers.

Heather Kilbourne, JD, BA

Health Insurance Specialist, Division of Policy, Medicare Drug & Health Plan Contract Administration Group, Center for Medicare, CMS

Heather Kilbourne is a health insurance specialist in the Division of Policy, Analysis, and Planning in the Medicare Drug and Health Plan Contract Administration Group. She has four years of experience working with managed care policy, specializing in policy issues, quality initiatives, rewards and incentives programs.

Heather has a Bachelor's degree in English and Economics from St. Mary's College of Maryland and a Juris Doctor from American University Washington College of Law.

Deborah Larwood, DM, MBA

Technical Advisor, Division of Drug Policy, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS

Deborah Larwood is a Technical Advisor in the Division of Drug Plan Policy. Her major areas of responsibility are Part D coordination of benefits and True Out-of-Pocket costs. She joined CMS in 2000 as a Health Insurance Specialist and has been working on Part D program policy since late 2004. Her prior work experience includes Medicare and Medicaid program evaluation, public health policy, and health care resource planning and development. Deborah has a Doctorate in Management from the University of Maryland.

Ann Levinstim, MBA, JD

Health Insurance Specialist, Division of Compliance Enforcement, Medicare Parts C & D Oversight and Enforcement Group, Center for Medicare, CMS

Ann Levinstim is a Health Insurance Specialist in the Division of Compliance Enforcement in the Medicare Parts C and D Oversight

SPEAKER BIOS

and Enforcement Group. Ann joined CMS in 2008, and has been instrumental in enhancing Medicare Parts C & D enforcement policy and operations. Ann has led the imposition of enforcement actions on MAO and Part D sponsors for program compliance violations, and then worked with those same organizations to help correct systemic noncompliance. Prior to joining CMS, Ann worked in the private sector in Human Resources and also at the Baltimore City State's Attorney's office as a law clerk. She holds a Bachelor of Arts degree from Goucher College, a Master of Business Administration with a concentration in Human Resources from the University of Phoenix, and a Law degree with a concentration in Public and Government services from the University of Baltimore, School of Law.

LT. Marie E. Manteuffel, PharmD, MPH

Senior Assistant Pharmacist, Division of Drug Policy, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS

Lt. Marie Manteuffel is the Senior Assistant Pharmacist in the Division of Part D Policy at CMS since January 2013 and a Lieutenant in the U.S. Public Health Service. In this role, LT. Manteuffel served as the Part D coordinator for the 2015 Part C&D rule

published May 23, 2014. Prior to joining CMS, LT. Manteuffel worked for Washington State, drafting and implementing evidence-based health policies, in addition to previous clinical and non-profit experience. She holds a Master of Public Health degree from Emory University and a Doctor of Pharmacy degree from the University of Wisconsin.

Milonda Mitchell, MBA, MPA

Health Insurance Specialist, Division of Audit Operations, Medicare Parts C & D Oversight and Enforcement Group, Center for Medicare, CMS

Milonda Mitchell is a Health Insurance Specialist in the Division of Audit Operations (DAO) in the Medicare Parts C and Part D Oversight and Enforcement Group (MOEG). In her position, Milonda serves as DAO's subject matter expert for Organization Determinations, Appeals, and Grievances, the Program for All-Inclusive Care for the Elderly, and Special Needs Program Model of Care. Prior to joining CMS, Milonda was employed with Kaiser Permanente of the Mid-Atlantic States as Supervisor of Commercial and Medicare Appeals and Grievance and as a Contract Specialist. She received a Master of Business Administration in Project Management from Walden University in 2009, a Master of Public

Administration in Healthcare Administration from University of Baltimore in 2000, and Bachelor of Arts, with a Sociology major, from Emory University in 1997.

Carolyn L. Stang, PharmD

Executive Advisor, Medicare Program Services, CVS Caremark

Carolyn L. Stang, PharmD, is Executive Advisor, Medicare Program Services at CVS Caremark, where she is responsible for regulatory compliance of clinical products and services for Medicare Part D. She has been with Caremark for 13 years during which she was responsible for strategic planning, evaluation, development and enhancement of CVS Caremark clinical programs and communication strategies in order to promote optimal drug utilization and safety. She has had an extensive pharmacy career including academic practice in Family Medicine, community and hospital pharmacy practice, home health care, pharmaceutical industry and PBM. Dr. Stang holds a Bachelor of Science in Pharmacy from the Ohio State University, a Doctor of Pharmacy from the University of Tennessee, Memphis, and completed a fellowship in Family Medicine at the Medical University of South Carolina, Charleston.

Lisa Vanston Thorpe, JD, LLM

Health Insurance Specialist, Division of Part D Policy, Medicare Drug Benefit and C& D Data Group, Center for Medicare, CMS

Lisa Vanston Thorpe develops, interprets, and implements Medicare Part D policy. She evaluates the effectiveness of existing policies and reviews proposed policies for potential impact on the Medicare Part D program. In addition, Lisa assists in analyzing and implementing internal processes and procedures to assure policy adherence in Medicare Part D program operations and monitoring. Lisa assists other areas in CMS with policy issues involving the Medicare Part D program to ensure agency coordination. Previous employers include major health insurance companies, a state insurance department, health care regulatory law firms, and a managed care trade association. Lisa graduated cum laude with her Bachelor of Arts from Tufts University, Medford, Massachusetts, acquired her Juris Doctor from The Dickinson School of Law, Carlisle, Pennsylvania, and her Masters of Laws from the University of Tuebingen in Germany.

Kelly Vontran, RN, MSN

Nurse Consultant, Division of Home Health and Hospice Payment Policy, Chronic Care Policy Group, Center for Medicare, CMS

Kelly Vontran is a Nurse Consultant in the Division of Home Health and Hospice. Her major areas of responsibility are to provide clinical input on home health and hospice policy issues. She joined CMS in 2012.

Her prior work experience includes private sector health insurance case management and supervision, utilization review, quality assurance, and clinical experience in home health, hospice, and surgical critical care. Kelly has a Bachelor's in Communication from Towson University and Bachelor's in Nursing from Johns Hopkins University. She has her Master's in Nursing Leadership and Management from Stevenson University. She is certified in case management and hospice and palliative care nursing.

Gary Wirth, RPH, MBA

Pharmacist, Division of Clinical and Operational Performance, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS

Gary Wirth is a pharmacist working in the Division of Clinical and Operational Performance in the Medicare Drug Benefit and C & D Data Group in the Center for Medicare at CMS. The division is responsible for first line monitoring and oversight of all Part D plans offering the Medicare Prescription Drug Benefit. These responsibilities include the public release of the Part D Star Ratings on the Medicare Plan Finder and quality and performance measures on the CMS website, Part D program analyses, Part D reporting requirements, and Medication Therapy Management programs. Prior to joining CMS, Gary held positions in pharmacy administration and government affairs. Gary holds a Bachelor of Science in Pharmacy from the University of Maryland, and a

Masters in Business Administration from Loyola University, Maryland.

Caroline L. Zeman, JD, CHC

Health Insurance Specialist, Division of Appeals Policy, Medicare Enrollment & Appeals Group, Center for Medicare, CMS

Caroline L. Zeman is a Health Insurance Specialist in the Division of Appeals Policy, Medicare Enrollment & Appeals Group. Ms. Zeman works on Part D beneficiary appeals policy (regulations, manual guidance, and operational questions) as well as Advance Beneficiary Notices for Original Medicare. Prior to working in the Division of Appeals Policy, she worked in the Program Compliance Oversight Group conducting program audits on Medicare Advantage and Prescription Drug Plan sponsors. Prior to joining CMS, Caroline worked as the privacy attorney for the state of Maryland, as well as the ethics/compliance officer. She received her Bachelor of Arts from the University of Connecticut and her Juris Doctor from the University of Baltimore.



ON-SITE PARTICIPANTS

Housekeeping Rules

- All visitors must be in possession of a valid and current government issued form of photo identification, such as a driver's license, age of majority card, passport or visa; and will be subject to a thorough vehicular inspection.
- Conference attendees must restrict themselves to the first floor Central Building Lobby, Conference Room Center, and Lower Level Lobby/Cafeteria in the Central Building.
PLEASE NOTE: VISITORS MUST BE ESCORTED BY A CMS EMPLOYEE OUTSIDE OF THE AREAS LISTED ABOVE.
- Food and beverages are not allowed in the Grand Auditorium, so please refrain from bringing items into these areas.
- Smoking is **not permitted** anywhere in the CMS complex. You must go offsite to smoke.
- Telephones and restrooms are located just outside the Pre-function Area on the left before you go back to the Central Building first floor lobby and also across the first floor lobby near the central building security desk.
- The cafeteria is located on the lower level of the Central Building. Lunch will begin at 12:15 pm. There will be an afternoon break at 2:40 pm. Please have your money ready for the cashier when you get in line.

Hotel and Travel Accommodations

SUMMIT VENUE

Centers for Medicare & Medicaid Services
Main Auditorium
7500 Security Boulevard
Baltimore, MD 21244

Baltimore Washington International Airport (BWI) serves as the most convenient airport in the Baltimore, MD area. For additional airport, ground transportation, car rentals, and shuttle information, please click [here](#).

For hotel accommodations, it is recommended that you lodge in [downtown Baltimore](#) or near the [Baltimore Washington International airport](#).



ON-SITE PARTICIPANTS

Transportation

AMTRAK

Our city is served by AMTRAK which is located at Pennsylvania Station (Penn Station), five minutes north of the downtown area. The fast moving Metro liner has brought back the grand age of trains between Baltimore, Washington, DC, Philadelphia, and New York. The MARC commuter train operates weekdays along the Baltimore/Washington corridor with two lines that leave from Washington's Union Station and arrives in Baltimore at either Camden or Penn Station.

BWI AIRPORT SHUTTLE AND TAXI SERVICE

Baltimore/Washington International Airport (BWI) is approximately 14 miles away — a 15-30 minute ride to CMS. The taxi fare from the airport vicinity to CMS can vary in price (approximately \$20-\$30). Also, there are various shuttle services available. You'll need to contact them directly to arrange for this service and confirm their current prices along with the departure/arrival schedules.

If a [taxi service](#) is required to and/or from the CMS Main Auditorium, it is recommended that you schedule your [taxi service](#) in advance for drop off and/or pick up. For helpful tips while visiting the Baltimore, MD area, please click [here](#).

CAR RENTAL

The majority of car rental agencies listed below service BWI Airport:

- Alamo
- Avis*
- Budget
- Dollar*
- Enterprise*
- Hertz*
- National
- Thrifty*

**Provides vehicles with hand controls for drivers with special needs.*

Directions

SOUTHBOUND

From New York City: I-95 South to I-695 East (Baltimore Beltway) towards Glen Burnie. Follow I-695 to Exit 17 (Security Boulevard – West). Follow Security Boulevard to the end and CMS' main entrance will be located on your right.

From Central Pennsylvania: I-83 South to I-695 East (Baltimore Beltway) towards Glen Burnie. Follow I-695 to Exit 17 (Security Boulevard – West). Follow Security Boulevard to the end and CMS' main entrance will be located on your right.

NORTHBOUND

From Washington, DC: I-95 North to I-695 West (Baltimore Beltway) towards Towson. Follow I-695 to Exit 17 (Security Boulevard – West) toward Rolling Road. Follow Security Boulevard to the end and CMS' main entrance will be located on your right.

From BWI Airport: Baltimore and Washington Parkway (MD-295 to I-695 West (Baltimore Beltway) towards Towson to Exit 17 (Security Boulevard – West) toward Rolling Road. Follow Security Boulevard to the end and CMS' main entrance will be located on your right.

ON-SITE PARTICIPANTS

General Information

CHECK-IN/BADGING

Check-in is located at the CMS Auditorium and is open Thursday, September 11th, from 8:00 AM until 9:30 AM EDT. All Medicare Advantage & Prescription Drug Plan Fall Conference and Webcast attendees and sponsors are required to wear their badges at all times during the event. Badges are not transferable.

CHANGES/CANCELLATIONS

If your organization's representative is unable to attend, please email us at CTEO@cms.hhs.gov immediately so that we can accommodate other participants on-site.

ACCOMMODATIONS FOR PEOPLE WITH SPECIAL NEEDS*

- Assistive listening devices for the hearing impaired
- Captioning services
- Interpreters
- Foreign language services
- Special mobility service for the physically challenged
- Large print or Braille material
- Special access considerations
- Designated areas for wheelchairs and visually impaired

*May be available upon request.

ATM MACHINE

For your convenience, there is an ATM cash machine on the lower level next to the Credit Union.

MOBILE PHONE USE

Please be courteous to conference speakers and fellow attendees and silence your mobile phones while attending sessions.

FIRST AID INFORMATION

Due to the large size of the facility, be prepared to identify the

location of the emergency site. A first aid station is available within CMS. We ask that conference attendees please contact event staff immediately should you require assistance.

SECURITY/EMERGENCY INFORMATION

Building security is available 24 hours a day, 365 days a year and is responsible for the overall protection of the CMS facility, property, visitors, and employees, as well as for providing service and assistance to all patrons.

SMOKING POLICY

CMS is a nonsmoking building. Smoking is prohibited in all areas.

LUNCH SERVICE OPTIONS AT CMS

Order lunch from the CMS cafeteria from your mobile device or online and have it ready and waiting for you in the building! That is right—no need to spend money on gas, just beat the heat and relax at your seat as we prepare your lunch for you! The CMS cafeteria accepts all major credit cards.

PRE-ORDERS DEADLINE DATE: Friday, September 5th by 9 pm EDT.

On-site conference attendees can pre-order their lunch in advance in order to expedite the process. Pre-orders must be done online (see links below) no later than **9 pm EDT, Friday, September 5th**.

You must create an account and password in order to place your order for pickup at 7500 Security Blvd.

- **Catering Made Easy:**
<https://cms.catertrax.com/shopcatgroup.asp?id=1&intOrderID=&intCustomerID=>
- **Simply to Go Catering:**
<https://cms.catertrax.com/shopcatgroup.asp?id=2&intOrderID=&intCustomerID=>

ON-SITE PARTICIPANTS

 **CHECKLIST** In preparation, we encourage you to take a few minutes to review the following:

 **ONLY PRE-AUTHORIZED EVENT ATTENDEES WILL BE ALLOWED ON-SITE.** *Please arrive at CMS' Headquarters no later than one hour before the start of the event* in order ensure that all event attendees are able to clear the CMS security procedures and are comfortably prepared to attend the event.

 **Note:** Please provide the CMS Security Guards at the front gate with your first and last name, valid and current photo ID and the nature of your visit (ex: CMS Medicare Advantage & Prescription Drug Plan Fall Conference & Webcast event.) Only registered/pre-authorized attendees who's name is on our list will be allowed to enter CMS.

 **Parking:** Visitor parking is available and is indicated by white lines. Do not park between the yellow lines as there is the risk of your vehicle being ticketed and towed.

 **CMS Onsite Security Procedures:** CMS security procedures comprise of a vehicle search, walkthrough scanning device, and X-ray scanning of personal items. **All visitors must provide at least one form of a valid photo ID (ex: drivers license);** and will be signed in by a member of the CMS Best Practices staff who will escort you to the CMS auditorium.

 **CMS Auditorium:** All visitors will be briefed on the resources and amenities of CMS upon arrival and will have access to the CMS auditorium. The CMS Auditorium is equipped with a live video/audio feed of the webcast.

 **Lunch Service Options at CMS:** **PRE-ORDERS DEADLINE DATE: Friday, September 5th by 9pm EDT.** You must create an account and password in order to place your order for pickup at 7500 Security Blvd. **Catering Made Easy:** <https://cms.catertrax.com/shopcatgroup.asp?id=1&intOrderID=&intCustomerID=> or **Simply To Go Catering:** <https://cms.catertrax.com/shopcatgroup.asp?id=2&intOrderID=&intCustomerID=>

CMS Farmers Market: Local farmers and producers will sell fresh fruits, vegetables, artisan breads, and more from 10:30 am – 1:30 pm in the Central Building Lower Lobby Courtyard. When we eat locally grown foods, including fresh fruits and vegetables, we promote good health, help support local farmers, and reduce our personal environmental footprints. Shop...Buy...and Eat Locally!

 **Event Materials:** In our efforts to “Go Green”, we ask that you download and print event materials (i.e., agenda, presentations, conference guide, etc.) prior to your arrival to the event—click here: http://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming_Current_Events.html.

 **Your Points of Contacts:** Should you encounter any difficulties during your travels to CMS Headquarters, please contact us via email at CTEO@cms.hhs.gov.

WEBCAST PARTICIPANTS

Viewing Tips for USTREAM

To learn more information regarding tips for the best viewing experience on “USTREAM,” click the link below:

<https://ustream.zendesk.com/entries/22546906-Tips-for-Best-Viewing-Experience-on-Ustream>.

You will be able to obtain information and instructions on how to:

- Watch at a lower quality
- Update browser
- Install and update Adobe Flash
- **Check internet and bandwidth**
- **Check computer resources**
- Disable or enable hardware acceleration
- **Check that USTREAM content is not blocked by an Ad-Blocker, Firewall, or being filtered on your local network**
- Solve the most common problems
- View the event from a Mobile device—most streams on USTREAM are available for viewing on iOS and Android devices

How to Join the Webcast

Please Note: In order to join the live webcast, you must register for this event. Only confirmed registered participants, will be able to access and join the live webcast.

The webcast will be held Thursday, September 11, 2014, from 9:30 a.m. - 4:30 p.m. EDT. **To facilitate easy access to the webcast,**

please log in between 9:00 a.m. – 9:30 a.m. EDT on September 11, 2014. The webcast will begin at 9:30 a.m. EDT.

All participants will be able to see and, using speakers and/or headphones, hear the webcast via their computer. Participants will not be able to participate verbally during the webcast.

Technical Support

CMS will provide a **call-in feature** for this event for use by those attendees who (1) cannot access sound from their computers, or (2) may experience technical difficulties. Attendees should not call the teleconference line unless it is necessary to hear the webcast.

Attendees should report **technical difficulties** by contacting the CTEO Technical Support Team via email at CTEOTechSupport@cms.hhs.gov during the webcast. If you need to utilize the call-in feature, the number will be provided to you at that time.



WEBCAST PARTICIPANTS

 **CHECKLIST** In preparation, we encourage you to take a few minutes to review the following:

 In order to join the live webcast, you must register for this event. Only confirmed registered participants, will be able to access and join the live webcast.

 Click the link below to find out more information regarding tips for the best viewing experience on “USTREAM.”
<https://ustream.zendesk.com/entries/22546906-Tips-for-Best-Viewing-Experience-on-Ustream>.

 Report technical difficulties by contacting the CTEO Support via email at CTEOTechSupport@cms.hhs.gov during the webcast. If you need to utilize the call-in feature, the number will be provided to you at that time.



ADDITIONAL RESOURCES

CMS/CTEO Website

To learn more about this event and future events, please visit our website:

http://cms.gov/Outreach-and-Education/Training/CTEO/Compliance_Training_Education_and_Outreach.html.

Event Materials

Event materials can be found on our Outreach and Education web page at:

http://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming_Current_Events.html.

Post Event Online Survey

Please complete your Medicare Advantage & Prescription Drug Oversight & Enforcement Conference & Webcast evaluation survey online at: https://www.surveymonkey.com/s/CMS2014MA_PDPFallConference_Webcast

The survey will be available Thursday, September 11, 2014 through 9 pm EDT Tuesday, September 16, 2014.

Your Topic/Session Questions for CMS

CMS strongly encourages that organizations submit topic/session questions for this conference in advance of the event to CTEO@cms.hhs.gov. Time will be allotted for some questions and answers for on-site participants during the live webcast. Also, if time permits, presenters may respond to questions received in advance. We ask that you identify the topic/session in your subject line of your email. This will assist us with expediting your question to the appropriate staff.

Technical Support

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