



Welcome/Day 2 Overview

Stacey Plizga, PRI

Jennifer Beeson, CMS

Stacey Plizga: Good morning, everyone. Oh much better than yesterday! Well welcome back to day two of the CMS 2017 is Assister Summit. My name is Stacey Plizga for those of you who may not have been here yesterday, and I will be moderating the summit today. And to kick things off for us this morning we have the Director of Consumers – boy, I need to go back to yesterday, we have the Director of the Consumer Support Group at the Center for Consumer Information and Insurance Oversight, please welcome Jennifer Beeson.

Jennifer Beeson: Hi, everyone it's me again. Welcome back, I don't know what particular magic combination of people arriving in Baltimore made the weather be like the two most perfect days of DC weather all summer long; it's never going to get better than this. So, thank you for coming. Again thank you for coming back. And actually to that point, you know when you go get lunch you can go sit outside; you don't have to go through security in and out. I'm told there is a farmer's market outside there today and I'm told there's also – and that's outside and then inside there's a bazar with jewelry and other things like. CCIO's offices are not actually in this building so we're not as familiar, but we hope we can at least direct you to those amenities. So thank you for joining us yesterday. I heard many great things from people about the day and I think people appreciated the chance to connect with each other and we're hoping to provide a little bit more of that today.

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I do want to say that I'm going to go over the agenda for today in just a second, but we're going to start off with a little activity that's going to warm up the crowd a bit. Okay bear with me. We've never tried this before. Everett here has a marker for two teams. We're going to make one side of the room one team, and this side another team. And this is a little bit of a teamwork exercise, but it's also just pure competition and it's supposed to help like kind of get your muscles up and warmed up. We're going to start the markers at the front of the room. And it's your job to pass them one at a time to your neighbor until they get to the back of the room.

And that means that you're going to have to look to your left and your right, make sure that you're ready to receive the marker the direction it's coming and if you are at the end of a row, you may be tasked with figuring out how best to get it to the row behind you. Okay, so this is just again to warm you up. The two teams you guys have cute team names are you ready? This side is the #HeretoHelp team. This side is the #OpenforBusiness team. And we're going to see -- we're going to see who's going to do better and I will say Here to Help looks like you have slightly more people. So, maybe you guys are going to be better because there's fewer of you, you don't have to run in between the gaps or maybe you're going to be slower. Also this would be an opportunity for you to switch seats if you don't like who you're sitting next to. Okay. Everett are you ready? Now wait a second how are you going to get the markers to those people at the same moment? Oh you got to run up to him. Okay. Ready? When I say -- okay sit down. Everybody sit down. You can tell I have not done this before. I'm going to say go. Okay? There you go. All right, ready?

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One, two, three go. Here to Help is off with a fast start. Open for Business already down to the third row. Here to Help is, they're their third row. No, snap, oh my goodness Open for Business, they're standing. Here to help moving it quietly and efficiently. Open for Business is now just one big group of people standing there in a clump. There you go. No, fumbles so far. Open for Business is doing some creative passing over there. They're cheering because they've got three more rows to go. Here to Help has got about seven more rows to go. Wow, look how fast. Okay. Open for Business is on its last row. Don't give up Here to Help keep going! We have a winner. Okay, so we tested that out, it turns out you are faster if there's just a few, fewer more people. Thank you for indulging me on that. We're going to have more opportunities to do some teamwork and to get moving today.

I want to address one thing that came up yesterday, which we heard loud and clear. I know that those breakout rooms, they're small, they're hot, not everyone got to go to the breakout sessions that they wanted to. And I have to apologize, we have limited space those are the only rooms we have. So what I'm asking today is and this like a Boy Scout Girl Scout pledge stuff, is if you were a person who did get to go to both breakout sessions yesterday, hang back a little bit and make sure that other folks get a chance to get in there today because it does create a different dynamic when you're in a smaller room and you can really see each other. Also having said that some of the sessions we have in here today, I'm going to go over the agenda really quickly are a lot of energy technical stuff that you are going to want to pay attention to. And I'll reiterate what we said yesterday, some of those trainings and learnings we did in those smaller breakout rooms yesterday, we're going to figure out a way to train you on them through our webinars this fall.

So none of that material, if you weren't able to get in that room -- you're going to have access to that material through another format later this fall.

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So, just today right after I speak Stacey's going to come back on she's going to introduce a group of my team who are going to do some role-playing about how to keep consumers covered throughout the year. Then the sessions that are in the Grand Auditorium today, I'm just going to go straight through. We're talking about the overlapping coverage between Medicaid and the Marketplace. And then we're going to have a lunch break and then we're going to have like these optional really loose optional sessions that you can or can't be a part of, it's up to you. If you want to go to lunch on your own with some friends that you met that's fine. We put in a little bit of structure after lunch for some loose sort of brainstorming group work stuff here.

And then afterwards we're going to do more breakout sessions, we're going to do in this room overlapping coverage on Medicare and the Marketplace, I know that gets to be really tricky with a lot of folks. And then in the afternoon, after the afternoon break we're going to have it SEP session, again that our new special enrollment period policy went effective earlier this month so that's going to be valuable. And we're going to have two sessions in a row here in the Grand Auditorium.

Again, there will be PowerPoints, but we will be doing some interactive polling as those of you who were in this room saw before. In n C-111 and C-112 in the morning session we're going to do some brainstorming on creating successful outreach events and then we are going to do an overview of the market stabilization rule in C-112. Again a lunch break, you can come back to the Grand Auditorium if you want to do a sort of semi-structured assister brainstorming. And then in C-111 and C-112 in the afternoon we're going to have one session on best practices on post enrollment assistance, what you do after you get people enrolled and we'll have more scenarios that we're going to go through for this session that's enrolling new Americans and new arrivals, so we are going to talk through a specific scenario and give you examples in that one. We have a

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mentoring project workshop in C-112 in the afternoon and a brainstorm on balancing the risk pool for enrolling young adults in hard-to-reach populations.

Basically we're going to be turning to you to ask you for some ideas so you can hear from your fellow assisters. And then the last afternoon breakout session will be building robust organizations, best practices for hiring retention and managing and then there will also be a session on helping consumers with employment-related coverage issues and I think there is a lot of quizzes and that one. We're all going to come back here for one last close out session before we close up for the day. So that's our agenda, remember you can come and find my staff we're wearing badges, ask us questions, come and tell us about your program, we'd love to hear from you. Hope you have a great day today. And Stacey.

Stacey Plizga:

Okay, thank you Jen. I do have a couple announcements before I go through the logistics and polling. And the first one is that someone left their folder out in the lobby somewhere and it has a hotel key in it and some other stuff so if that is you, you may want to go claim it, it is out at the table out there. Also there were three individuals who ordered box lunches yesterday and did not pick them up, those will be down at the Jazzman Cafe today between 11:15 and 2:00 if you wanted to pick those up and that is Ariel Turongs, Stacey Sheeter, and Sara Khan, so those lunches will be down there again today.

So we are going to go through some logistics and information and get you joined to my polling session so that you can participate again today. We had a great response yesterday with the polling, so we're looking forward to everyone participating again today. So, first off our webcast materials again are available on the CTEO website and can be downloaded utilizing the address on the screen. And you can do that and follow along with the

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presentations and the conversations that will be held today. Next technical supports for our webcast viewers, if you have any difficulty there go ahead and email CTEOTechSupport@cms.hhs.gov and they will be ready to help you out with any issues you're having. Remember utilizing an Ethernet connection instead of We-Fi and using Google Chrome instead of Internet Explorer may increase the webcast streaming speed and prevent any delays that you may be experiencing. Okay, for those of you who would like to participate in the polling again, of course you can utilize your cell phone or your tablets and computers. So get those out and we will get going. For those of you who are going to utilize your cell phone via the text message go ahead and select your text message and create a new one and put the numbers to 22333 into the To box. And then in the message box if you type in CMS2017assister, no spaces it is not case sensitive. Then once you have that in their hit send. You should receive the message back that says you have joined the CMS 2017 assister polling session.

And then to enter your response each time a poll is conducted you just enter that letter hit send or enter the word and then again hit send. You guys did a great job yesterday, so we're looking forward to your participation again today. All right for those of you who want to join via the web browser, please open a new screen and put in www.pollev.com/CMS2017assister, no spaces. Then you - a screen should appear somewhat like the one that is on my screen that tells you that we do not have anything active at this time but as soon as we do pull up a poll you will see it. To respond to your poll via the web browser you will simply click on your answer or type in the word that is being asked for and then hit submit.

Okay, so we're going to go ahead and we're going to find out a little bit about you today. Make sure that your polling is working. So, the first question that we have is that I am mostly a – am I a planner, a dreamer, a

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do-er or a rebel. Go ahead and select your answer we will see what kind of individuals we have here in the audience today. We have a lot of planners and do-ers. I don't know it was kind of feeling like it was a rebel day today but we'll see, maybe by the end of the day. Alright, so we are going to move on to our next question which is an open-ended question, and this is sum up your morning in a single word, go ahead and type in one single word that sums up your morning today. And then hit submit or send. Woo, coffee, tired, I agree with the tired, early, it is an early morning today, blah, relaxed, oh this is so much fun, boo-ya, someone's in a good mood. Alright, great we're so glad to see all of you participating today. I wish I could read as quickly as this was turning.

Alright, well thank you for your participation in the polling we do look forward to everyone's participation also via questions. So for webcast participants we have the Ask CMS Live questions survey that is still open if you go to the see the CTEO website, you will find a link to that survey, go ahead and type in your information and your question and we will try to address it today during the session at the end of the day. For our in-house participants, very similar to yesterday, I don't even know if we had any mic runners yesterday but we will today, we will have sessions that are going to be asking you questions so get prepared. And there will be mic runners placed throughout the room that will bring you a mic, just raise your hand and they will come over to you. Please speak into the mic, tell us who you are and where you are from. Also you do have those notecards and you'll probably get more notecards throughout the day so you can always place those in the punch bowl in the back. (Just reading some of these sorry.)

All right, and lastly if you have a technical question about polling at any time you can email Tom, tklagholz@provider-resources.com and then if you have a technical question about the summit or the webcast you can go ahead and email CTEOtechSupport@cms.hhs.gov. As you already

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heard from Jen the summit today consists of the plenary sessions and the breakout sessions, those will be held in the same room C-110, 111, 112 and 113 and I think you do know your way there so I won't go back over that. And we are so glad to have all of you back here with us today very exciting to see all of those faces out there.

And with that I will go ahead and we will get started, and our first session today is Keeping Consumers Covered and they will present a number of brief skits depicting assister experiences and will even have some assisters joining us. So from the Division of Assister Programs for CCIIO's Consumer Support Group it is my pleasure to introduce to you Sarah Barber, Gian Johnson and Leslie Wagstaffe.