

Programs of **All-Inclusive Care** for the **Elderly**  
*“Strengthening the Foundation of PACE”*



July 20, 2017 | 9:30AM - 4:30PM EDT | CMS Grand Auditorium

**CONFERENCE & WEBCAST**



**CONFERENCE GUIDE**



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# Program Overview



**C**MS experts and sponsors will be coming together to provide important new information on 2017 Programs for All Inclusive Care of the Elderly (PACE) Conference & Webcast held on site at CMS in Baltimore, Maryland. This event is designed for staff-level operations, mid-level management, and senior executives as CMS provides important new information for PACE organizations and industry stakeholders.

This event will be held on **July 20, 2017** from **9:30 am to 4:30 pm EDT**. The PACE conference will consist of sessions presented by subject matter expert speakers who will share information on the following topics:

- **REVIEW OF AUDIT RE-DESIGN**
- **EMERGENCY PREPAREDNESS**
- **FINANCIAL AUDITS**
- **COORDINATION OF BENEFITS**
- **PRESCRIPTION DRUGS EVENTS, FORMULARY ISSUES, AND PART D COMPLIANCE**
- **PROGRAM AGREEMENTS**



# Agenda July 20, 2017



7:00 am - 9:30 am

## CHECK-IN/BADGING

9:30 am - 9:45 am

## WELCOME/REMARKS

Kaye Rabel & Stacey Plizga, PRI Moderators

9:45 am - 10:00 am

## KEYNOTE ADDRESS

Martha Hennessy, Deputy Director, Division of Medicare Advantage Operations, Medicare Drug and Health Plan Contract Administration Group, CMS

10:00 am - 11:30 am

## REVIEW OF AUDIT RE-DESIGN

- Caroline Zeman
- Daniel Deisroth
- Annemarie Anderson
- Lisa Dubois

11:30 am - 12:45 pm

## LUNCH BREAK

12:45 pm - 1:15 pm

## EMERGENCY PREPAREDNESS

- Ronisha Blackstone

1:15 pm - 1:30 pm

## FINANCIAL AUDITS

- Amando Virata

1:30 pm - 2:15 pm

## COORDINATION OF BENEFITS

### *Coordination of Benefits*

- Shelly Winston

### *Benefits Coordination and Recovery Center*

- John Albert

2:15 pm - 2:30 pm

## BREAK

2:30 pm - 3:00 pm

## PRESCRIPTION DRUGS EVENTS, FORMULARY ISSUES, AND PART D COMPLIANCE

- Angela Stanley
- Jasmine Myers-Duncan
- Teddy P. Pitaktigul

3:00 pm - 3:15 pm

## PROGRAM AGREEMENTS

- Denise Osborn-Harrison

3:15 pm - 4:25 pm

## OPEN Q & A SESSION

4:25 pm - 4:30 pm

## CLOSING REMARKS

# Session Summaries

## Review of Audit Re-Design

**Caroline Zeman, JD**, *Health Insurance Specialist, Division of Analysis, Policy and Strategy, Medicare Oversight and Enforcement Group, Center for Medicare, CMS*

**Daniel Deisroth, RN, AS**, *Nurse Consultant, Division of Medicare Health Plans Operations, CMS*

**Annemarie Anderson**, *Health Insurance Specialist, Health Plans Branch, Division of Medicare Health Plans Organization, CMS*

**Lisa Dubois, BS**, *Nurse Consultant, Health Plan Operation-Denver Regional Office, Consortium for Medicare Health Plan Operations, Center for Medicare, CMS*

This presentation will highlight changes to the audit process for 2017 PACE Audits and what PACE Organizations can expect during a CMS audit. Updates will include an overview of the new audit process, a summary of the audits conducted to date, and an overview of common conditions identified so far. The presentation will also cover guidance and tips for successfully undergoing a 2017 PACE audit, including information on audit tools such as the Root Cause Analysis or Impact Analysis and how PACE Organizations should complete them. This presentation will also cover the new PACE Audit Consistency Team (PACT) process, highlighting the role of the team in determining conditions, the Draft Report Process, the Final Report Process and the Corrective Action Plan (CAP) process.

## Emergency Preparedness

**Ronisha Blackstone, BS**, *Health Insurance Specialist, Centers for Clinical Standards and Quality, Division of Institutional Quality Standards, Center for Medicare, CMS*

This session will provide participants with an understanding of the emergency preparedness final rule released in September of 2016. In this presentation, we will discuss the requirements implemented in the final rule and provide information regarding various emergency planning resources and available technical assistance for providers.

## Financial Audits

**Amando Virata, MS, BS**, *Auditor, Office of Financial Management, Division of Capitated Plan Audits, Financial Services Group, Center for Medicare, CMS*

This session will provide an overview and update on the one third financial audits of PACE Organizations.

## Coordination of Benefits

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

**John Albert, BA**, *Senior Technical Advisor, Division of Medicare Secondary Payer Operations, Financial Services Group, Center for Medicare, CMS*

This session will provide participants with an understanding of the PACE plan requirements for Medicare Part D coordination of benefits. This follows on the heel of a COB session, which she led in October 2016. In this meeting Ms. Winston will follow-up on some of the questions that she has received since then.

Additionally, this session will provide participants with an overview of Medicare Coordination of Benefits & Recovery (COB&R)

# Session Summaries

operations overseen by the Division of Medicare Secondary Payer (MSP) Operations. While most of COB&R operations focuses on Medicare Fee For Service Operations, it also includes the gathering of other prescription drug coverage that is both primary and secondary to Medicare. In addition, COB&R also collects and posts MSP records that help Medicare Part C plans coordinate benefits with other insurers.

## **Prescription Drugs Events, Formulary Issues, and Part D Compliance**

**Angela Stanley, MHS**, *Health Insurance Specialist, Division of Payment Reconciliation, Medicare Plan Payment Group, Center for Medicare, CMS*

**Jasmine Myers-Duncan, JD**, *Health Insurance Specialist, Division of Benefit Purchasing and Monitor, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS*

**Teddy P. Pitaktigul, PharmD**, *Formulary Specialist, Division of Formulary and Benefit Operations, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS*

This session will provide participating PACE organizations an overview of Part D payment policy and operational guidance. This session will also provide participants with an understanding of (1) prescription drug events (PDE), (2) payment reconciliation requirements, (3) appropriate use of a formulary, and (4) regulatory compliance actions that may be taken for failure to meet these requirements. These topic areas have been a consistent source of compliance for PACE organizations, therefore a discussion of best practices will be offered to help PACE organization with these issues.

## **Program Agreement**

**Denise Osborn-Harrison, JD, MPH**, *Health Insurance Specialist, Division of Medicare Advantage Operations, Medicare Drug and Health Plan Contract Administration Group, Center for Medicare, CMS*

Updating program agreements is critical. At the moment, certain activities trigger this process such as the filing of a service area expansion, waiver, change of ownership or replacement center filing. The region plays a role, as does central office. They work alongside the Pace Organization and the State to update these agreements. Today, we will discuss the purpose of this activity, roles and timeliness.



# Speaker Bios



## **John Albert, BA**

*Senior Technical Advisor, Division of Medicare Secondary Payer Operations, Financial Services Group, Center for Medicare, CMS*

John Albert has worked for the Centers for Medicare and Medicaid Services (CMS) for over 28 years, primarily on Medicare Secondary Payer and Coordination of Benefits policy, operations and issues. He currently serves as Senior Technical Advisor for the Division of Medicare Secondary Payer Operations.

## **Annemarie Anderson**

*Health Insurance Specialist, Health Plans Branch, Division of Medicare Health Plans Organization, CMS*

Annemarie Anderson has been employed with the Centers for Medicare and Medicaid Services since April 2005. Prior to that Annemarie Anderson worked for several Medicare Managed Care organizations since 1995.

## **Ronisha Blackstone, BS**

*Health Insurance Specialist, Centers for Clinical Standards and Quality, Division of Institutional Quality Standards, Division of Institutional Quality Standards, Center for Medicare, CMS*

Mrs. Blackstone has been employed by the Centers for Medicare and Medicaid Services since 2008 as a Health Insurance Specialist. From 2008 to 2012, she was employed in the Office of Strategic Operations and Regulatory Affairs. From 2012 to present she works in the Center for Clinical Standards and Quality.

## **Daniel Deisroth, RN, AS**

*Nurse Consultant, Division of Medicare Health Plans Operations, CMS*

Since January 2013, Dan Deisroth has worked as a nurse consultant and account manager for the Centers for Medicare and Medicaid Services (CMS). From November 2006 - January 2013 Dan worked as a contractor for the Commonwealth of Pennsylvania conducting Medicaid financial and medical record audits for the Department of Public Welfare.

## **Lisa Dubois, BS**

*Nurse Consultant, Health Plan Operation-Denver Regional Office, Consortium for Medicare Health Plan Operations, Center for Medicare, CMS*

Lisa Dubois has been working as a CMS Account Manager and Auditor with the PACE since 2009. She began working with CMS (HCFA) in 1999 and has experience as a

Federal Nurse Surveyor as well as in the area of Beneficiary/Provider/Partner Outreach and Education.

## **Martha Hennessy, MHP**

*Deputy Director, Division of Medicare Advantage Operations, Medicare Drug and Health Plan Contract Administration Group, CMS*

Martha Hennessy is the Deputy Director of the Division of Medicare Advantage Operations in the Medicare Drug and Health Plan Contract Administration Group in CMS. Martha's responsibilities include oversight and administration of the Medicare Advantage and PACE programs. She has previously worked in the New York and San Francisco Regional Offices.

## **Jasmine Myers-Duncan, JD**

*Health Insurance Specialist, Division of Benefit Purchasing and Monitory, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS*

Ms. Myers-Duncan has been employed by CMS as a Part D compliance analyst since April 2016. Prior to her career at CMS, Ms. Myers-Duncan was a Disability Examiner with the Social Security Administration (SSA).

**CMS CONTINUING EDUCATION (CMSCE) DISCLOSURE STATEMENT:** No one in a position to control the content of this activity has anything to disclose. The planners/developers of this activity have signed a disclosure statement indicating that he/she has no relevant financial interests. This activity was developed without commercial support.

# Speaker Bios



## **Denise Osborn-Harrison, JD, MPH**

*Health Insurance Specialist, Division of Medicare Advantage Operations, Medicare Drug and Health Plan Contract Administration Group, Center for Medicare, CMS*

Ms. Osborn-Harrison is a licensed attorney and holds a master's degree in Public Health/Health Policy. She works for CMS in the Medicare Advantage Group directly with PACE Organizations.

## **Angela Stanley, MHS**

*Health Insurance Specialist, Division of Payment Reconciliation, Medicare Plan Payment Group, Center for Medicare, CMS*

Ms. Stanley has been employed by CMS, since November 2000. She has been a member of the Division of Payment Reconciliation for over 5 years.

## **Shelly Winston, MBA**

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

Ms. Winston has been with CMS in the Medicare Drug Benefit Group since 2010. For the past few years she has been involved in Part D Coordination of Benefits activities. Prior to joining CMS she worked in Medication Therapy Management for the National Community Pharmacists Association, and as a Senior Director of Kaiser Permanente of

the Mid - Atlantic States. She also worked on the provider side and served as Senior Vice President for South Miami Health system. Ms. Winston is currently the lead for Part D Coordination of Benefits. She also is a member of the National Council of Prescription Drug Plans, which sets standards for pharmacy transactions.

## **Amando Virata, MS, BS**

*Auditor, Office of Financial Management, Division of Capitated Plan Audits, Financial Services Group, Center for Medicare, CMS*

Mr. Virata is a CPA with 18 years of audit experience ranging from healthcare, education, public safety, transportation, elections, and energy regulation.

## **Caroline Zeman, JD**

*Health Insurance Specialist, Division of Analysis, Policy and Strategy, Medicare Oversight and Enforcement Group, Center for Medicare, CMS*

Caroline Zeman works in the Medicare Oversight and Enforcement Group (MOEG) for the Centers for Medicare and Medicaid Services. Her primary responsibilities include working on Medicare Part D program audits, as well as PACE audits. Prior to joining MOEG, Caroline worked in the appeals and grievance division of CMS where she wrote and interpreted policy for Part D coverage determinations, appeals and grievances.

She has also worked for the State of Maryland as a HIPAA and compliance attorney.

***SPECIAL NOTE: For CMS' continuing education certification process, and because of the speaker disclosure, we must include the backup speakers bios below, although they are not listed on the agenda.***

## **Linda Anders, MPH**

*Director, Division of Benefit Purchasing and Monitoring, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS*

Linda J. Anders, MPH, is the Director of the Division of Benefit Purchasing and Monitoring (DBPM) in the Medicare Drug Benefit and C & D Data Group (MDBG). In this role, she oversees the Part D application process, application appeals, Part C and D monitoring efforts, compliance and the Past Performance Analysis. In Linda's ten years at CMS, she served as the DBPM Deputy Division Director, led the Medicare Part D Application development and review processes, and worked on high-risk insurance risk pool benefits with the Center for Consumer Information and Insurance and Oversight (CCIIO). Prior to CMS, Linda was the Director of the Maryland AIDS Drug Assistance Program. While there, she worked closely with the State's pharmacy benefit manager to bring the program online with electronic claims processing. Linda has extensive experience in health services and program development for non-profits, local government organizations, and community healthcare programs.

# Speaker Bios



## **Lauren Brandow, MPP**

*Health Insurance Specialist, Division of Analysis, Policy, and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS*

Ms. Brandow began working in the Medicare Parts C and D Oversight and Enforcement Group (MOEG); Division of Analysis, Policy & Strategy (DAPS) in January 2016. Prior to her position with DAPS, Lauren worked at the Center for Medicare & Medicaid Innovation (CMMI) in the Division of Payment Models, where she served as a Project Officer in the Bundled Payments for Care Improvement (BPCI) initiative. Before joining CMMI, Lauren worked for CMS in the Division of Medicare Health Plans Operations (DMHPO) at the Dallas Regional Office, where she served as the Special Assistant to the DMHPO Associate Regional Administrator. While at the Dallas RO, she was also a caseworker for Medicare Parts C and D and the Health Insurance Marketplace.

## **Frank Chartier, MBA**

*Deputy Director, Office of Financial Management, Financial Services Group, Division of Capitated Plan Audits, CMS*

Frank Chartier is the Deputy Director of the Division of Capitated Plan Audits (DCPA) in the Office of Financial Management (OFM), Financial Services Group (FSG) assisting in the oversight of the regulatory mandated "1/3rd" financial audits of Medicare Advantage Organizations (MAOs), Part D

sponsors and PACE organizations as well as audits of Managed Care Organizations (MCOs). Previously, he worked as a Financial Management Specialist in the Division of Plan Oversight and Accountability (DPOA) in the Center for Program Integrity (CPI). DPOA was responsible for combating fraud, waste and abuse in the Medicare Advantage (MA) and Prescription Drug (Part D) programs and the Part D Recovery Audit Contract (RAC) program. He was the Contracting Officer Representative (COR) for the Part D RAC program and was the COR for the National Benefit Integrity (NBI) Medicare Drug Integrity Contractor (MEDIC). Mr. Chartier has been with CMS for 10 years; and, prior to joining CPI, Mr. Chartier was an auditor in DCPA.

## **Robert Dombrowski, PharmD**

*Pharmacist, Division of Formulary and Benefits Operations, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS*

Dr. Dombrowski has worked at the Centers for Medicare and Medicaid Services (CMS) since 2007, working for the formulary team within the Division of Formulary and Benefits Operations. Prior to joining CMS, Dr. Dombrowski worked at the Baltimore Veterans Affairs Medical Center, where he was Primary Care Pharmacy Residency Program Director, and pharmacist clinician working in the outpatient clinics.

## **Kady Flannery, PharmD**

*Pharmacist, Division of Analysis, Policy, and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS*

Kady Flannery joined the Medicare Parts C and D Oversight and Enforcement Group (MOEG) in 2014 as the Deputy Director for the Division of Analysis Policy and Strategy. Kady began working at CMS in 2005 and served more than eight years in the Division of Formulary and Benefit Operations, Medicare Drug Benefit and C and D Data Group as a member of the Formulary Team, as the Benefit Team Lead and lastly as the Division's Senior Technical Advisor.

## **Jocelyn Lissone, MPH**

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

Ms. Lissone has been employed by Centers for Medicare & Medicaid Services from August 2010 to present. She has worked in Medicare Part B claims and Medicare Part C & D policy.

## **Christine Machon, PharmD**

*Deputy Director, Division of Payment Reconciliation, Medicare Plan Payment Group, Center for Medicare, CMS*

Dr. Machon has worked in the Division of Payment Reconciliation since January 2012, and has served as Deputy Director since August 2016. She is a pharmacist in the United States Public Health Service.

# Speaker Bios



## **Lisa Parker, JD**

*Director, Division of Institutional Quality Standards, Clinical Standards Group, Organization, Center for Medicare, CMS*

Ms. Parker joined the Clinical Standards Group of CCSQ as the Director of the Division of Institutional Quality Standards in 2011. In this capacity, she is responsible for overseeing the development of regulations that set forth health and safety standards that must be met by all Medicare and Medicaid participating providers and suppliers. Ms. Parker also has extensive experience in regulatory affairs and previously served as the Deputy Director of the Regulations Development Group.

## **Teddy Pitaktigul, PharmD**

*Formulary Specialist, Division of Formulary and Benefit Operations, Medicare Drug Benefit and C & D Data Group, Center for Medicare, CMS*

Teddy has been employed by CMS since January 2016 and has been working in the Division of Part D Formularies and Benefits. Teddy earned his Doctor of Pharmacy in the University of Sciences in Philadelphia. He went on to work in the private sector adjudicating Medicare Part D claims before coming on board with CMS.



# 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 11:30 am. There will be an afternoon break at 2:15 pm. Please have your money ready for the cashier when you get in line.

## Hotel and Travel Accommodations

### Conference Venue

Centers for Medicare & Medicaid Services  
Central Building  
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](#).

## Transportation

### Train Service

Baltimore 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 Central Building, 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](#).

# On-site Participants

## 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.

## General Information

### Check-in/Badging

Check-in is located in the main lobby at CMS for non-CMS participants, and will open Thursday, July 20<sup>th</sup> from 8:00 am until 9:30 am EDT. All Programs of All - Inclusive Care for the Elderly (PACE) Conference & Webcast attendees and sponsors are required to wear their badges at all times during the event. Badges are not transferable.



# On-site Participants

## Changes/Cancellations

**IMPORTANT MESSAGE:** If your organization's representative is unable to attend this event and in order to comply with CMS' Security and the [Real ID Act](#), we can no longer allow participants to automatically change participants.

For last minute changes and cancellations, please email us immediately at [CTEO@cms.hhs.gov](mailto:CTEO@cms.hhs.gov) and call us at 410-786-3207 regarding this change.

## 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

## Automated Teller Machine (ATM)

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 by silencing 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 exits. 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's 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: Monday, July 17th by 11:59pm 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 11:59 pm EDT, Monday, July 17<sup>th</sup>.

*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 Programs of All-Inclusive Care for the Elderly (PACE) Conference & Webcast event.) Only registered/pre-authorized attendees 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, passport, and permanent residency card); and will be signed in by a member of the conference staff who will escort you to the CMS auditorium.
  - **Foreign Nationals Visitors** – During registration, if you identified yourself as foreign national, you'll need to provide a valid permit residency card (USCIS Form I-551) and a valid driver's license.
  - **Real ID Act** – Participants who live in a non-compliant State will be able to attend this conference; however, you'll need to provide the CMS Security team and/or registration team with a valid passport as another form of ID.
- **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.
- **Snack and Lunch Service Options at CMS: PRE-ORDERS DEADLINE DATE: Monday, July 17<sup>h</sup> by 11:59pm 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=>
  - ☞ **Simply to Go Catering:**  
<https://cms.catertrax.com/shopcatgroup.asp?id=2&intOrderID=&intCustomerID=>

# On-site Participants

Below is a list of vendors that provide food for purchase at CMS headquarters. You may want to visit these vendors during breaks in our event agenda. Please note: you may elect to brown bag your snacks and lunch instead.

- ☞ **Jazzman Coffee Cart:** Located in the lower level lobby, this coffee cart serves hot and cold beverages for purchase until 2:15 p.m. daily.
- ☞ **CMS Cafeteria:** Located on the lower level, the cafeteria offers a variety of beverages as well as prepared hot and cold food options for purchase daily from 6:30 a.m to 3:00 p.m.
- ☞ **CMS Farmers Market:** On Thursday, July 20<sup>th</sup>, local farmers and producers will sell fresh fruits, vegetables, artisan breads, and more from 10:30 a.m. to 1:30 p.m. in the lower level lobby courtyard.

- **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](http://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming_Current_Events.html).
- **Your Points of Contact:** Should you encounter any difficulties during your travels to CMS Headquarters, please contact us via email at [CTEO@cms.hhs.gov](mailto:CTEO@cms.hhs.gov).



# Webcast Participants

## Viewing Tips for YouTube

This conference can be viewed virtually by using YouTube.

**To view and access the webcast, use Google Chrome.**

**YouTube:** In order to view the live stream of the summit via YouTube, make sure you have the most up to date browser and a good Internet connection. If you are having difficulty playing the following live stream please either use Internet Explorer to view the live stream or change your YouTube player from Flash to HTML5 and refresh your browser window. The Flash based YouTube player is currently not accessible to screen readers. [Click here to visit the YouTube HTML5 page to switch your player if you are having trouble playing this video.](#)

## 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, July 20, 2017 from 9:30 am – 4:30 pm EDT. **To facilitate easy access to the webcast, please log in between 9:00 am – 9:30 am EDT on July 20<sup>th</sup>.** The webcast will begin at 9:30 am 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 TechSupport Team via email at [CTEOTechSupport@cms.hhs.gov](mailto: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.



**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.



Report technical difficulties by contacting the CTEOTechSupport team via email at [CTEOTechSupport@cms.hhs.gov](mailto: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.

## Alternative Option for Participants

If you are unable to access and/or view via YouTube, there is a dial-in conference line available for you to 'listen only'. Due to the limited number of conference lines, we'll need you to send an email request to [CTEO@cms.hhs.gov](mailto:CTEO@cms.hhs.gov) in order to obtain this information.

# Continuing Education Activity Information & Instructions



## Activity Description

The goal of this activity is to educate Medicare Advantage and Prescription Drug Plan Sponsoring Organizations, CMS staff and other CMS partners, staff-level operations, mid-level management and senior executives regarding updates to existing Medicare policies, new policies, policy updates, and technology updates; provide enrollment and eligibility understanding for various Medicare beneficiaries; and how to fight fraud and abuse within the Medicare program.

## Credits Available

The Centers for Medicare & Medicaid Services (CMS) is evaluating this activity for continuing education (CE) credit. The number of credits awarded will be calculated following the activity based on the actual learning time. Final CE information on the amount of credit and post- activity assessment and evaluation will be available to participants after the live activity.

## Accreditation Statements

[Please click here for accreditation statements.](#)

## Additional Continuing Education

### Activity Information

[https://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming\\_Current\\_Events.html](https://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming_Current_Events.html)

# Additional Resources

## 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](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](http://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming_Current_Events.html).

## Post Event Online Survey

Please complete your *CMS Programs of All-Inclusive Care for the Elderly (PACE) Conference and Webcast* evaluation survey online at:

[https://www.surveymonkey.com/r/2017\\_PACE\\_Participant\\_Survey\\_Final](https://www.surveymonkey.com/r/2017_PACE_Participant_Survey_Final)

***The survey will be available until 9:00 pm EDT, Wednesday, July 26, 2017***

## Technical Support

Report technical difficulties by contacting the CTEOTechSupport Team via email at [CTEOTechSupport@cms.hhs.gov](mailto:CTEOTechSupport@cms.hhs.gov) during the webcast.

## Special Thanks to...

- CM Leadership
- CMS & Guest Speakers
- OC – CMS Division of Design Services
- OSSO – CMS Logistical & Technical Team
- CMS' Continuing Education (CMSCE) Team
- CTEO Team – CM/BOS2 Staff and PRI & Poll Everywhere® (CTEO Contractor Support)



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