



### **Welcome/Remarks**

*Stacey Plizga, PRI*

*Kaye Rabel, PRI*

Stacey Plizga: Good morning, everyone.

[Mild response from audience]

Thank you.

All right, your turn...see if you can get a response.

Kaye Rabel: All right, let me try.

Good morning, everyone.

[Stronger audience response]

All right.

Stacey Plizga: Much better...next time, she's going first (laughing). Well, good morning and welcome to the CMS 2018 Medicare Advantage and Prescription Drug Plan Audit and Enforcement Conference. My name is Stacey Plizga, if you weren't here yesterday, and this is...

Kaye Rabel: I'm Kaye Rabel.

## Welcome/Remarks

*Stacey Plizga, PRI*

And we will be co-moderating the conference today. Before we get started, I'm going to go ahead and turn it over to Kaye.

Kaye Rabel:

All right, we're going to review a few logistical items this morning. Continuing Education Credits, including CCB and CMSE credits, are available for today's event. You can find this information on – it's located in the conference guide as well as on the CTEO website.

Webcast materials are available on the CTEO website listed on the link on the screen, as well as on hashtag CTEOCON[#CTEOCON] on Twitter. If you have not already so, you can log onto the site and obtain the presentation materials and follow along with our presenters today.

If you experience any technical difficulties, we have staff members available to assist you. Please use the e-mail box [CTEOTechSupport@cms.hhs.gov](mailto:CTEOTechSupport@cms.hhs.gov) for any technical question or concern. Please remember that if you use Internet Explorer as well as an Ethernet connection, you may experience increased webcast streaming speeds to prevent delays.

Stacey Plizga:

The Medicare Advantage and Prescription Drug Plan Audit Conference and webcast will feature interactive polling today during the sessions and also for end-of-session evaluations to allow both our in-house guests and our virtual audience a chance to participate throughout the event. There are a number of ways that you can participate. You can respond to the polling questions from any mobile phone by sending a text message, or you can respond by any smartphone, computer, iPad, or tablet by visiting the Poll Everywhere Web address.

If you would like to participate utilizing your cell phone, you must first join our session for today; so let's go ahead and do that together. If you have your cell phone handy, please get it out...virtual and in-house guests. To join via text messaging, you are going to select the text message screen. In the "To" box, you will type in the numbers **22333**. Once you do that, in the "Message" box you are going to type in the letters and numbers

## **Welcome/Remarks**

*Stacey Plizga, PRI*

**CMS2018AUDIT.** This is not case sensitive, but please do not put any spaces in between the letters and numbers.

Once you have done that, you can go ahead and send your message. You should receive a response back saying that you have joined the CMS 2018 Session. If you did not get that message, then please try again; it just means you had a typo. This session will remain open throughout the conference, so you will not need to do this again.

For entering your responses...to enter your response each time a poll is conducted, you will simply type in the letter that corresponds to your answer and hit "Send." It's as easy as that.

We also have end-of-session evaluation questions; and these are a little different, so we'll go over some instructions for those. When you are prompted by the moderator, you are going to enter the letter "A" in the message box to respond to the question, "I would like to evaluate this session." You will then receive a text back that says, "Hello, please evaluate this session," and it will provide a link for you. Go ahead and click on that link. It will then take you to a number of questions that will appear one by one. You will select your answer, and then you will select "Next," and then you will get your second, third, and fourth questions. Finally, after the fourth one, you will see the word "Finish." When you hit "Finish," it will submit your responses.

Kaye Rabel:

If you would rather join Poll Everywhere via your computer, tablet, smartphone, using your Web browser, you must first join our session. To do this, go to [www.pollev.com/cms2018audit](http://www.pollev.com/cms2018audit). You will see a page like the one on the screen. This means that the poll is not in session. The polling questions will appear when prompted by the moderator at the end of the session.

To enter your response via Web browser, when the questions appear, click on your answer choice. When prompted by the moderator, go ahead and choose "Yes" in response to the question, "I would like to evaluate

## **Welcome/Remarks**

*Stacey Plizga, PRI*

this session," and you will be presented with a link to evaluate the session. On this link, it will appear in a green box at the top. When the next screen appears, choose "Start Survey," and you will be presented with the evaluation questions one at a time. Select your answer and click "Next" to advance to each question, and then submit your response by choosing "Finish."

Stacey Plizga: All right, so we're going to give this a try this morning; and this may look familiar to some of you, but we still want to know how you're feeling today. So go ahead and select your response to which emoji best represents your morning. While you are answering this, you will see that the results are coming in; and you'll see the bars that are going up and down. They're being calculated, so this is how it will look throughout the day. You'll get to see the percentage of responses.

So we're going to see how you guys responded today. Oh, very similar to yesterday...we have a *lot* of happy people here today, so glad to see that.

Kaye Rabel: Okay, and earlier I misspoke for our Webcast participants. To increase your streaming speed, you're going to want to use Chrome instead of Internet Explorer with your Ethernet connection.

We look forward to everyone's participation in today's event. For our webcast participants, if you have a presentation-related question, we would ask that you go to the SurveyMonkey link that was sent to you this morning with the polling instructions; and go ahead and enter your question as well as your contact information there. We will either answer your question today during the event, or it will be answered by your SMEs and posted on the CTEO webpage at a later date.

For our in-house participants, we ask that you address your questions using the microphone in the center of the room. That way all of the participants, whether in-house or virtual, will be able to hear your question.

## **Welcome/Remarks**

*Stacey Plizga, PRI*

If you have a technical question about polling, please send an e-mail to [tklagholz@provider-resources.com](mailto:tklagholz@provider-resources.com).

If you have a technical question regarding the conference or the webcast, we ask that you send an e-mail to: [CTEOTechSupport@cms.hhs.gov](mailto:CTEOTechSupport@cms.hhs.gov).

We also really value your opinion and your input, and we have a post-conference Participant Experience survey. We ask that you complete it either by following the link on the screen or utilizing the QR Code. To use the QR Code if you have a smartphone, you're going to open your camera, line up the QR Code, and then tap the pop-up window.

If you are using the QR Code with an Android, you're going to go ahead and go to your Play Store, search for a QR Code reader, and then tap to install the app. Then go ahead and open that reader, and then line up the QR Code with the camera and tap "Okay."

Stacey Plizga:

New this year, we have a CMS photo backdrop that is out in the hallway outside the auditorium doors; you may have seen it. If you would like to have your picture taken in front of the backdrop, please take your phone out there and see one of our staff members; and they will be very willing to help you out with that.

A couple of other announcements that I have...if you have luggage today, you can store that in the back of the room; but please know that CMS is not responsible for it.

Also videos from the Spring Event from yesterday are not available for on-demand viewing until we receive management approval. Once we receive that management approval, a communication will be sent out to all of those who were registered for yesterday's event to let you know that those are ready and available.

## **Welcome/Remarks**

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We are glad to have all of you here with us today. Our agenda is packed with subject matter experts who are excited to share their knowledge and their expertise with all of us. Let's go ahead and get things started.