



Medicare Advantage and Prescription Drug Plan Audit & Enforcement



CONFERENCE & WEBCAST

CONFERENCE GUIDE



MAY 10, 2018 • 9:30 am – 4:30 pm EDT
CMS GRAND AUDITORIUM

 **#CTEOCON**

Table of Contents



| | |
|---|----|
| Program Overview | 3 |
| Agenda | 4 |
| Session Summaries | 5 |
| Speaker Bios | 7 |
| On-Site Participants | 10 |
| Housekeeping Rules | 10 |
| Hotel and Travel Accommodations | 10 |
| Transportation | 10 |
| Directions | 11 |
| General Information | 11 |
| Preparation Checklist | 12 |
| Webcast Participants | 13 |
| Viewing Tips for YouTube | 13 |
| How to Join the YouTube Webcast | 13 |
| Technical Support | 13 |
| Preparation Checklist | 13 |
| Continuing Education Activity Information & Instructions | 14 |
| Activity Description | 14 |
| Credits Available | 14 |
| Accreditation Statements | 14 |
| Additional Continuing Education Activity Information | 14 |
| Compliance Certification Board (CCB) [®] | 14 |
| Additional Resources | 15 |
| CTEO Website | 15 |
| Event Materials | 15 |
| Post Event Online Survey | 15 |
| Technical Support | 15 |

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Program Overview

THIS CONFERENCE will provide insight into how Medicare Advantage and Prescription Drug Plans can best prepare for a CMS performance audit. Join CMS experts to learn about best practices of high performing organizations, common findings from audits, and enforcement consequences. All CMS Medicare Advantage and Prescription Drug Plan sponsoring organizations are encouraged to attend.

This one-day event will be held on **Thursday, May 10, 2018, from 9:30 am to 4:30 pm EDT** and will consist of sessions filled with subject matter expert speakers and information on the following topics:

- **New Approach to 2019 Audits and Universes**
- **Enforcement Analysis Process**
- **Sponsor's Insights Related to Compliance Program Effectiveness Audits**
- **A Conversation Around Classification of Part C and Part D Grievances and Coverage Requests**
- **Independent Validation Audits**
- **2017 Program Audit & Enforcement Report**
- **PACE Updates**
- **Open Q & A Session**



Agenda



| | |
|----------------------------|--|
| 7:00 am - 9:30 am | CHECK-IN/BADGING |
| 9:30 am - 9:45 am | Welcome/Remarks Stacey Plizga & Kaye Rabel, Provider Resources, Inc. Moderators |
| 9:45 am - 10:30 am | New Approach to 2019 Audits and Universes Marie Gutierrez, CM Doreen Gagliano, CM |
| 10:30 am - 11:15 am | Enforcement Analysis Process Ann Levinstim, CM |
| 11:15 am - 11:30 am | Keynote Address Demetrios Kouzoukas, Principal Deputy Administrator and Director, CM |
| 11:30 am - 12:30 pm | LUNCH BREAK |
| 12:30 pm - 1:15 pm | Sponsor's Insights Related to Compliance Program Effectiveness Audits Vernisha Robinson-Savoy, CM, Moderator Sponsor Panelists: <ul style="list-style-type: none">• Debbie Aznar, HealthSun Health Plans• Peg Fry, BlueCross BlueShield of Tennessee• Pamela Wood, Express Scripts Medicare |
| 1:15 pm - 2:00 pm | A Conversation Around Classification of Part C and Part D Grievances and Coverage Requests Angelique Morris, CM Staci Paige, CM |
| 2:00 pm - 2:15 pm | AFTERNOON BREAK |
| 2:15 pm - 2:45 pm | Independent Validation Audits Brenda Hudson, CM |
| 2:45 pm - 3:15 pm | 2017 Program Audit & Enforcement Report Greg McDonald, CM Allison Conaway, CM |
| 3:15 pm - 4:00 pm | PACE Updates Caroline Zeman, CM |
| 4:00 pm - 4:25 pm | Open Q & A Session |
| 4:25 pm - 4:30 pm | CLOSING REMARKS |

Session Summaries

New Approach to 2019 Audits and Universes

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

Doreen Gagliano, MA, MSW, Technical Advisor, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

This session will provide participants with an understanding of the changes to 2019 audits and universes. CMS conducts program audits of parent organizations participating in the Part C and Part D programs to ensure beneficiaries receive appropriate access to drugs and medical services. In this presentation, we will provide information about the new approach in 2019, including data collection, methods of evaluation, universe integrity testing, impact analyses, and the independent validation audit work plan template.

Enforcement Analysis Process

Ann Levinstim, MBA, JD, Technical Advisor, Division of Compliance Enforcement, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

During this session, we will provide an overview of how the Division of Compliance Enforcement analyzes program audit referrals to determine if enforcement actions are warranted. This will include a discussion about the information used to make determinations on whether to take actions and, in the case of Civil Money Penalties, how penalties are calculated. In addition, we will discuss the efforts made to increase transparency with sponsors in regards to enforcement actions.

Sponsor's Insights Related to Compliance Program Effectiveness Audits

Vernisha Robinson-Savoy, MBA, MSM, Technical Advisor, Division of Analysis, Policy and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Debbie Aznar, MBA, Director of Auditing and Monitoring, HealthSun Health Plans

Peg Fry, CHC, Director of Regulatory Compliance and Medicare Compliance Officer, BlueCross BlueShield of Tennessee

Pamela A. Wood, BS, Medicare Compliance Officer, Express Scripts



This session will have a panel of representatives from three different sponsoring organizations discussing their experience with the Compliance Program Effectiveness (CPE) Audits. Each organization underwent CPE audits under both the old and new protocols. They will describe what is improved with the new CPE audits, how their organization prepared for the audit, resources required, and challenges faced. Discussion will also focus on innovative approaches used to improve compliance within their organization and lessons learned.

A Conversation Around Classification of Part C and Part D Grievances and Coverage Requests

Angelique Morris, Health Insurance Specialist, Division of Audit Operations, Medicare Part C and D Oversight and Enforcement Group, Center for Medicare, CMS

Staci Paige, MA, Health Insurance Specialist, Division of Appeals Policy, Medicare Enrollment and Appeals Group, Center for Medicare, CMS

This conversation-based session will provide participants with complex scenarios of incoming requests that include elements of Part C or Part D grievances and/or coverage requests.

Session Summaries, continued

Independent Validation Audits

Brenda Hudson, MPH, Social Science Research Analyst, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

This session will summarize the independent validation audit process related to program audits. There will also be a discussion of recent enhancements made to this process based on input from sponsoring organizations and independent auditing firms. Participants will become familiar with these enhancements and learn where to obtain additional information on this process.

2017 Program Audit & Enforcement Report

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

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

This session will give participants an overview of the results of 2017 program audits. Some of the topics we will cover will include audit scoring, the audit landscape, the most common conditions seen during 2017 audits, and the enforcement actions taken as a result of the non-compliance discovered.

PACE Updates

Caroline L. Zeman, JD, Acting Deputy Director, Division of Analysis, Policy and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

This session will provide the industry with an update on PACE Audits. The session will provide an overview of the 2017 PACE audit results and will also describe updates for the 2018 audit year.



Speaker Bios



Debbie Aznar

MBA, Director of Auditing and Monitoring, HealthSun Health Plans

Debbie Aznar has been employed by HealthSun Health Plans, a Medicare Advantage Prescription Drug Plan in Miami-Dade, Florida, since March 2017 and is currently the Director of Auditing and Monitoring. Her previous compliance experience as an Operations/Compliance Specialist and Manager extends back to 2010, while she was employed by another Medicare Advantage Prescription Drug Plan, also located in Miami-Dade, Florida.

Allison Conaway

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

Allison Conaway has worked in the Division of Compliance Enforcement within the Medicare Parts C and D Oversight and Enforcement Group for the past five years. Prior to joining CMS, Allison worked as an auditor for the Department of Health and Human Services (HHS), Office of Inspector General for four years. She also holds a Bachelor of Science in Accounting from Rutgers University and will obtain a Master of Healthcare Administration degree from Purdue University Global in June.

Peg Fry

CHC, Director of Regulatory Compliance and Medicare Compliance Officer, BlueCross BlueShield of Tennessee

Peg Fry has been employed by BlueCross BlueShield of Tennessee for five years as the Director of Regulatory Compliance and Medicare Compliance Officer. In her 21 year career, she has worked for several Medicare Advantage plans in Operations, Product Development and Compliance.

Doreen Gagliano

MA, MSW, Technical Advisor, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Doreen Gagliano is the Technical Advisor for the Division of Audit Operations (DAO) in the Medicare Parts C and D Oversight and Enforcement Group at CMS.

Marie Gutierrez

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

Marie Gutierrez is a Health Insurance Specialist in the Medicare Parts C and D Oversight and Enforcement Group's Division of Audit Operations. She began her CMS career in 1999 and worked in the Philadelphia and Chicago Regional Offices and Central Office's Medicare Drug & Health Plan Contract Administration Group. Prior to joining CMS, she worked as a compliance executive for various managed care organizations.

Brenda Hudson

MPH, Social Science Research Analyst, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Brenda has 16 years of experience at CMS. She currently works in the Division of Audit Operations within the Medicare Parts C and D Oversight and Enforcement Group. Prior to joining the audit operations team in 2016, Brenda worked to operationalize marketplace payments to health insurance issuers and drafted Medicare fee-for-service payment policy and PACE policy.

Demetrios Kouzoukas

JD, Principal Deputy Administrator, Director, Center for Medicare, CMS

Demetrios supports the CMS Administrator, leads the staff that develops policies for and manages the operations of the fee-for-service portion of the Medicare program, and has responsibility for Medicare Advantage and Medicare Prescription Drug Programs.

From 2003 to 2009, Demetrios was a senior official at HHS, serving as Principal Associate Deputy Secretary and Deputy General Counsel. While at HHS, he was responsible for regulatory policy across the Department and at various times collaborated with or advised every division of HHS. Demetrios has also worked with a broad spectrum of health care stakeholders in private practice as a lawyer providing strategic advice on legal, regulatory, and public policy matters. In addition, he has been a senior executive at the nation's largest Medicare health plan business, where he led a team of legal and regulatory affairs professionals as General Counsel. Until recently, Demetrios served as a Public Member of the Administrative Conference of the United States, an appointment made on the basis of expertise in administrative law, government procedure, and public administration.

Demetrios graduated with a degree in political science and public policy from George Washington University before going on to receive his JD from the University of Illinois. He is originally from Chicago and enjoys spending time with his wife and two daughters.

Ann Levinstim

MBA, JD, Technical Advisor, Division of Compliance Enforcement, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Ann Levinstim is a Technical Advisor in the Division of Compliance Enforcement

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Speaker Bios, continued



in the Medicare Parts C and D Oversight 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 Medicare Advantage Organizations 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.

Greg McDonald

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

Greg earned a Master of Public Policy degree in 2013, and has spent much of his time with the Medicare Parts C and D Oversight and Enforcement Group conducting various analyses for both internal and external stakeholders. He is also involved with Organization Determinations, Appeals and Grievances (ODAG) audit policy and has served as a member of ODAG's Program Audit Consistency Team (PACT) since 2015. Before coming to CMS, he worked as an administrator in higher education.

Angelique Morris

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

Angelique Morris is an Auditor-in-Charge in the Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement

Group (MOEG), where her primary function is executing the Medicare Advantage and Prescription Drug Program performance audits. Angelique joined CMS in 2012 under the Center for Consumer Information and Insurance Oversight (CCIIO).

Staci Paige

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

Staci Paige has been a Health Insurance Specialist within the Division of Appeals Policy (DAP), Medicare Enrollment and Appeals Group (MEAG) since December 2014. As a Medicare Advantage appeals and grievances subject matter expert, Staci works on regulations, beneficiary notices and manual guidance. She also works closely with the Medicare-Medicaid Coordination Office on appeals and grievance issues related to Medicare-Medicaid Plans (MMPs). Prior to working at CMS, Staci directed admissions at a skilled nursing facility and also has a background in community case management and care coordination.

Vernisha Robinson-Savoy

MBA, MSM, Technical Advisor, Division of Analysis, Policy and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Vernisha Robinson-Savoy earned a Bachelor of Science in Health Information Management from Clark Atlanta University in 2002, a Master of Science in Management from Troy University and a Master of Business Administration from New York University, Stern School of Business. She came to CMS in 2002 and has worked in many different components within the Center for Medicare including her current role as a Technical Advisor in the Division of Analysis, Policy, and Strategy within the Medicare Parts C and D Oversight and Enforcement Group. As part of her job responsibilities, Vernisha develops the regulatory requirements and audit protocol to evaluate Medicare Parts C & D Sponsoring

Organizations' compliance program effectiveness. Additionally, she provides technical guidance to internal and external stakeholders and makes recommendations regarding the effectiveness of audit activities and controls.

Pamela A. Wood

BS, Medicare Compliance Officer, Express Scripts

Pam Wood is responsible for overseeing and monitoring the implementation and administration of the Medicare part D Compliance Program. Pam also serves as the Medicare Compliance Officer for the Express Scripts PSPs. Pam has been with Express Scripts for almost 15 years.

Caroline L. Zeman

JD, Acting Deputy Director, Division of Analysis, Policy and Strategy, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Caroline Zeman works in the Medicare Parts C and D Oversight and Enforcement Group (MOEG) at CMS. Her primary responsibilities include working on developing, coordinating, and overseeing PACE audits, as well as working on Medicare Part D program 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 compliance attorney and ethics officer.

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.

Stephanie S. Brown

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

Speaker Bios, continued



Stephanie has been working as a Health Insurance Specialist in the Division of Compliance Enforcement within the Medicare Parts C and D Oversight and Enforcement Group at CMS since December 2014.

Kady Flannery

PharmD, Acting Director, Division of Analysis, Policy & 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 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 & D Data Group as a member of the Formulary Team, as the Benefit Team lead and lastly as the Division's Senior Technical Advisor.

Margaret Keyes

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

Margaret Keyes has been employed as a Program Analyst and Health Insurance Specialist at CMS since May 2016, following completion of her MPA from Bowie State University.

Jessica Robinson

BS, CHC, Director, Division of Audit Operations, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Jessica Robinson is the Director of the Division of Audit Operations in the Medicare Parts C and D Oversight and Enforcement Group at CMS. Jessica joined CMS in 2012 and has held various positions within the Division of Audit Operations, including Auditor, Technical Advisor, and Deputy Director. Prior to joining

CMS, Jessica had eight years of auditing experience with the federal government.

Jennifer Smith

MPA, Acting Deputy Director, Medicare Enrollment and Appeals Group, Center for Medicare, CMS

Jennifer joined CMS in 1998 as a Presidential Management Intern and has spent much of her career focusing on Medicare contractor and plan oversight, operations and compliance. She has held a variety of positions within CMS' Program Integrity Group, the Employer Policy & Operations Group, the Medicare Parts C and D Oversight and Enforcement Group and the Medicare Enrollment and Appeals Group. In her current position, Jennifer is responsible for overseeing the development of policy relating to enrollment and eligibility, as well as appeals of coverage decisions for the Medicare Parts A, B, C and D programs. She received her Bachelor's degree in Criminal Justice and her Master's degree in Public Administration, both from the University of Delaware.

Sabrina Sparkman

BA, Health Insurance Specialist, Division of Appeals Policy, Medicare Enrollment and Appeals Group, CMS

Sabrina has been a Health Insurance Specialist in the Division of Appeals Policy, within the Medicare Enrollment and Appeals Group, since January 2016. Sabrina is responsible for the development, analysis, implementation, and modification of policy relating to the grievance and appeal processes for the Medicare prescription drug program.

Kevin Stansbury

EJD, Acting Director, Division of Compliance Enforcement, Medicare Parts C and D Oversight and Enforcement Group, Center for Medicare, CMS

Kevin Stansbury is the Acting Director of the

Division of Compliance Enforcement (DCE) in the Medicare Part C and D Oversight and Enforcement Group (MOEG). Kevin has been with CMS since 2002 and has over 13 years' experience specific to Medicare Parts C and D program oversight. His roles have included Technical Advisor and Special Assistant in the Medicare Parts C and D Oversight and Enforcement Group as well as Lead Medicare Part C Analyst in the CMS Office of Legislation. Prior to his career at CMS, Kevin served as a financial auditor from 1999 to 2002. He earned an Executive Juris Doctor concentrating in Health Law from Kaplan University's Concord Law School in 2009 and a Bachelor of Business Administration in Accounting from Loyola University, Maryland in 1999.

Matthew Stuhl

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

Matt is a Health Insurance Specialist in the Medicare Parts C and D Oversight and Enforcement Group's Division of Audit Operations at CMS. Matt joined HHS in 1991 and has 27 years of federal programs audit experience.



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 2:00 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
Grand Auditorium – 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

AMTRAK

- 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.

MARC Train

- The MARC commuter train operates weekdays along the Baltimore/Washington corridor with two lines (Penn & Camden) that leave from Washington's Union Station and arrive in Baltimore at either Camden or Penn Station. The MARC train also services the BWI Rail Station on the Penn Line and is located close to the BWI Airport.

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](#).

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.

On-site Participants, continued

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 be open **Thursday, May 10th, from 7:00 am until 9:30 am EDT**. All Medicare Advantage and Prescription Drug Plan Audit & Enforcement Conference & Webcast attendees are required to wear their badges at all times during the event. Badges are not transferable.

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 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:

Thursday, May 3rd by 12:00 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 **12:00 pm EDT, Thursday, May 3rd.**

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, continued

- ✔ **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 and Prescription Drug Plan Audit & Enforcement 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: driver's 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.
 - **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: Thursday, May 3rd by 12:00 pm 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=>.

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 1:00 pm 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 am to 2:30 pm.
- **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 Contact:** 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 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 conference 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, May 10, 2018, 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 May 10, 2018.** 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 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 CTEOTechSupport@cms.hhs.gov in order to obtain this information.



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 during the webcast. If you need to utilize the call-in feature, the number will be provided to you at that time.

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 Medicare policies, audit processes, audit trends, and enforcement actions.

Credits Available

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

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

Compliance Certification Board (CCB)[®]

This education activity has been submitted to the Compliance Certification Board (CCB)[®] and is currently pending their review for approval of CCB CEUs.



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.

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 and Prescription Drug Plan Audit & Enforcement Conference & Webcast** evaluation survey online at:

https://www.surveymonkey.com/r/2018_Audit_Participant_Survey_Final

The survey will be available until 9:00 pm EDT, Tuesday, May 15, 2018.

Technical Support

Report technical difficulties by contacting the CTEO TechSupport Team via email at CTEOTechSupport@cms.hhs.gov during the webcast.

Special Thanks to ...

- Principal Deputy Administrator and Director, CM
- CM Leadership
- CMS & Guest Speakers
- OC – Office of Communications
- 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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