



2015 Medicare Advantage and Prescription Drug Plan Spring Conference & Webcast Transcript

Welcome

Good morning everyone.

Good morning.

Thank you. We're going to do that one more time. Good morning everyone.

Good morning.

Oh, that's so much better. What a great way to start off the morning. Well, good morning and welcome to the CMS 2015 Medicare Advantage and Prescription Drug Plan Spring Conference and Webcast. My name is Stacey Plizga and I will be moderating the conference today. This morning we are gathered in the CMS Central Office Auditorium in Baltimore where the webcast is originating from. We have a number of CMS subject matter experts who will contribute their expertise throughout the day today.

In addition to the approximately 300 registered attendees for the in-person audience, we have, also, a record number of attendees from our virtual audience. So we welcome the 3,000-plus viewers who are out there today. So, welcome. And those 3,000 viewers represent over -- actually about 47 states across the United States and Puerto Rico. We would like to welcome all of you, both in-house and virtual and thank you for joining us today.

Before we get started I wanted to go ahead and review a few logistics that may be helpful for you throughout the day. First, all webcast materials can be downloaded from the CTEO website that you see on your screen. If you have not done so, those of you who are virtual, please go ahead and download those and you can follow along with our speakers today. If you are having technical difficulties today we have staff members who are available to help you. Please use the mailbox cteotechsupport@cms.hhs.gov for technical questions or concerns.

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The Medicare Advantage and Prescription Drug Plan Conference and Webcast will feature interactive polling for evaluations to allow both our in-house and our virtual audience to interact throughout the conference. You can participate in the polling in a couple different ways, by either using text messaging or using a web browser. Our text message participants can respond to session evaluations from any mobile phone using the text message feature. Web browser participants can participate in the polling from any computer, iPad, or tablet, anything that connects to the Internet.

So you may be wondering, well, okay, how do I join? Well the first thing you need to do is you need to log into Poll Everywhere, whether you're going to join via the text message or if you're going to participate via the web browser, you need to login first. So if you would like to join using your texting or text messaging in your phone, please take out your cell phone now and follow along with me, so those in our virtual audience and our in-house audience.

Select your text message screen. And you're going to go ahead and create a new message. When you create that new message in the top in the recipient or two box you're going to type 22333. Next, you are going to type "CMS Spring 2015" into the message box. Please note, this is not case sensitive, so it can be lower or upper case. When you get that typed in go ahead and press "Send" to send your message. You should now be logged into Poll Everywhere. This will remain open for the entire day. So you will not have to do that again if you are logged in. You will stay logged in throughout the day.

Now that you are logged in, it's real easy to submit a response. To respond via text message you are simply going to type in a letter that responds to your answer when the poll is up, and then you hit "Send." It's that easy.

If you would rather join Poll Everywhere via the web browser with your computer, your tablet, or your iPad, you will go to the web address on the screen, www.pollev.com/cms2015spring. And there are no spaces there. So those of you in our viewing audience and in our webcast audience, if you would like to go ahead and put that into your browser and then hit "Enter," you should be logged into Poll Everywhere. You will probably see a white screen that says "Welcome to the spring conference." Once the poll is up on our screen, at the end of the session it will appear on your screen also. You would simply then enter your response by clicking on the letter that corresponds to your answer.

So we're going to go ahead and give this one a try. So those of you who have your phones, get them out. Those of you who have pads or tablets, get those out. And those of you who are on your web browser on your computer, get to that screen. I don't know how many of you follow the NBA and basketball, but our test question today or our practice question is "The Cleveland Cavaliers will win the NBA Championship." So you can go ahead and, with your cell phone, you can text in -- text A, B, C, or D. A for true; B for false; C, I really don't know; and D, I'd rather be golfing, which is where I'd rather be today, but, you know. So go ahead and do that. Those of you who may be on a tablet or an iPad or your computer, go ahead and click on the response that you would like to choose.

Now, we have a very large audience today, both in-house and remote, so it's going to take a little longer than usual. So we're going to give it a couple minutes for everybody to respond. The results are going to be tabulated, and once they are tabulated we are going to show you our response today just to see how everyone is feeling about the Cleveland Cavaliers today. And once the responses are received, we'll be watching them on our end, then we will go ahead and move to the next question. There will be four evaluation questions at the end of every session today.

Okay, we are going to go ahead and show the results for today. And, oh, lots of false on that one, and lots of "I don't know." All right, so 40% of us, or pretty close to 40% said "I really don't know." So thank you very much for participating. If you have any questions on that technology, I am going to tell you how you can help shortly.

We look forward to everyone's participation today, whether you're in-house or you are virtual. So for our webcast participants, if you have a presentation-related question at any point, you are going to go to the SurveyMonkey link that was sent to you this morning in an e-mail. And it was in an e-mail that contained the polling instructions. Simply go to that link, click on it, and then you can enter the question that you have and the presenter that you have that question for. We will either answer those questions today during that session or during the open Q&A session later today, or we will have the subject matter experts respond to those questions and they will be posted on the CTEO website at a later date.

For our in-house participants, we ask that you address your questions by stepping up to the mic that is in the center aisle here in the auditorium, and we ask that you step up there and speak into the mic so that everybody in our audience here and virtual can hear your question. If you have a technical question about the polling software or features at any point you will send an e-mail to support@polleverywhere.com. So, support@polleverywhere.com, and somebody there will get back to you to assist you. If you have a technical question that's regarding the conference, audio, videos, something like that, go ahead and send your question to cteotechsupport@cms.hhs.gov.