



Building Effective Relationships with Your Account Managers



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Building Collaborative Relationships

Presentation Goal

The goal of this presentation is to share ideas for improving collaborative relationships between the plans and government entities

#10 Open and Cooperative



#9 Share Feedback during “Strategic Conversations”



Strategic Conversations Overview

A strategic conversation is:

- Collaborative process to improve communication with sponsors around key topics
 - Account Managers contact sponsors:
 - Share information about a topic
 - Ask standard set of questions
 - Summarize sponsors' answers
- Feedback shared and used to drive improvements

Strategic Conversation Development

- Conversations center around specific topics, sets of questions are created and approved by Division Directors
- The conversations are designed to collect the data needed to plan process improvements and change in the organization
- Strategic conversations are much more detailed and focused than typical day-to-day conversations that an AM may have with a plan

Strategic Conversations Goals

- Strengthen communication between Account Managers and sponsors
- Establish consistent and structured information sharing on key topics
- Offer sponsors an opportunity to provide feedback and recommendations on CMS guidance
- Utilize sponsors' recommendations/suggestions to improve the program

Strategic Conversations

2014 Strategic Conversations

- Common Conditions and Best Practices Memo Pilot - September 2014

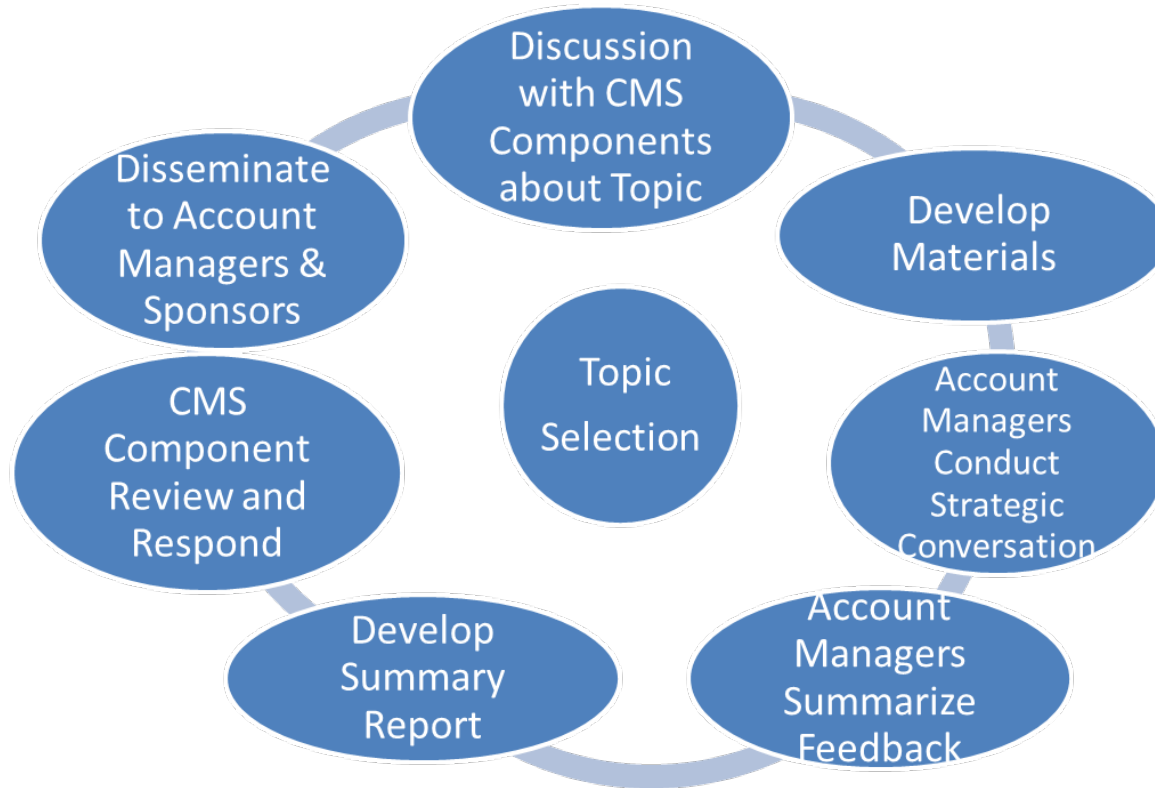
2015 Strategic Conversations

- CTM - February 2015
- Appeal Medical Record Release - May 2015
- ANOC/EOC - September 2015
- Disruptive Behavior - November 2015
- Transition Refill - December 2015

2016 Strategic Conversations

- Readiness Review - January 2016
- PLATO - February 2016
- Good Cause - April 2016

Strategic Conversation Communication Process



#8 There may not be Written Guidance or Regulations



#7 Report Non-Compliance



#6 Conduct Internal Audits of All Program Areas



#5 Oversee Delegated Entities



#4 Empowerment Comes from Senior Leadership



Atlanta

#3 Read HPMS Memos and Ensure Implementation



#2 Routine Monitoring and Reporting



#1 Improve the Beneficiary's Experience





*any
questions?*