



Welcome

Stacey Plizga, Provider Resources, Inc.

Stacey Plizga: Good morning, everyone, and welcome to the 2016 Medicare Advantage & Prescription Drug Plan Spring Conference & Webcast. My name is Stacey Plizga, and I will be your moderator for the day.

This morning we are gathered here at the CMS Central Office auditorium, where the webcast is originating from. And we have a number of CMS experts who are going to share their experiences and their knowledge with us throughout the day.

In addition to the approximately 200 individuals we have here on site with us today, we have over 3,500 who are joining us from the webcast; so welcome to all of you. In fact, we have individuals from 49 of our 50 states and also from Puerto Rico. We would like to welcome all of you and thank you for joining us today for this very important event.

Now, before we get started, I wanted to go over a few logistic items with you that may be helpful throughout the event. Webcast materials are available at the CTEO website that is listed on the screen. If you have not done so already, you can log into the site; and you can download the presentations to follow along with the presenters today.

If you are having technical difficulties, we do have staff members who are available to assist you. Please use the mailbox at

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CTEOTechSupport@cms.hhs.gov for your technical questions or concerns.

The Medicare Advantage & Prescription Drug Plan Spring Conference & Webcast will feature polling for end-of-session evaluations and also to allow both our in-house and our virtual participants to interact with the presenters throughout their presentations. There are a number of ways that you can participate in the polling. You can respond to the polling questions from any mobile phone by sending a text message; or you can respond from any smartphone, tablet, or computer by visiting the www.pollev.com/cms2016spring web address.

So you may be wondering, well, how do I join? I want to participate in the polling. Well, if you would like to participate via text message, you must first join My Session. So if that's the way you want to participate, please grab your cell phones and select your Text Message screen. We'll do this together; we'll get you all set up.

You're going to create a New Message, and then you are going to type 22333 into the "Recipient" or the "To" box. Once you do that, you're going to type CMS2016Spring – and please note, this is not case sensitive, it can be upper or lower – into the "Message" box. CMS2016Spring, and then send your message. This session, once you do that, remains open for the entire day; so this is the only time that you have to do that.

You're going to receive a message – ooh, I heard someone's phone ding – that says you have joined the CMS 2016 Spring Session. So you're set once you see that message.

When the presenter presents you with a poll, using your cell phone or your smart phone, you are going to enter your response each time the poll is conducting by entering the letter that corresponds with your answer; and then you hit "Send." That's how you respond; it's pretty easy.

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There are what we call end-of-session evaluation questions, when you'll be able to evaluate the presenter. Now, these are slightly different from the questions you'll receive during the presentations. So follow along with me here also. And we'll go through this again when we actually do it later.

When you are prompted by me, the moderator, at the end of the session, then on your cell phone, you are going to respond to the question: I would like to evaluate Session 1 – okay, we're not doing this now but we'll do it later – and you respond by putting an "A" in and sending an "A" via the text message. And then you're going to receive a link back; and it's going to say, "Hello, please evaluate the session using this link." You'll go ahead and click on that link, and it will take you to the Poll EV site.

There, on your phone it will say "End of Session Evaluation for Session 1; if you want to join, press 'Start'." So go ahead and choose "Start." Then the next screen you are going to see is the actual question; you will receive four questions. One at a time, you have to answer each question in order to proceed to the next. So you will enter the letter that corresponds to your answer; and then you will press "Next," and then you will move on to the next question. After the fourth question, you will see at the bottom it will say "Finish." Go ahead and click on "Finish," and that will submit your responses.

If you would like participate via web browser, for those of you who want to do that on your smartphone, your tablet, iPad or even computer, you're going to go to this link; so go ahead and put this link in:

www.polleev.com/cms2016spring. Again, this is not case sensitive.

Once you do that, you are connected; and you're connected for the day. And you will get a screen that just says that the polling session is not open at this time. So don't worry about that. The polling questions will appear when either the speaker or the moderator prompts them to appear. Once they do appear, you just enter your answer and submit it – pretty easy.

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Again, end-of-session evaluation questions for those of you who would like to participate using your computer, your tablet, smartphone. They're very similar to that of those who are texting. Make sure you're logged into www.pollev.com/cms2016spring. And then when you're prompted, you are going to choose "Yes." If you look at the screen that is up there, it says, "I would like to evaluate Session 1." If you click "Yes," there's a little green box at the top that will pop up. And it will say, "Hello, please evaluate the session" with a link. You need to click on that link.

Now, very important, this box doesn't stay up for long; so you have to pay attention. If you miss it, go down and clear your response and then click on "Yes" again and then that green box will pop up; go ahead and click on that link; and then it will take you to the screen that says "End of Session 2 Evaluation Survey," and you'll go ahead and click Start again. And then you will get those questions one at a time. You will click "Next" after you enter your answer and finish when you are completed.

Oh, I have people responding. So we're going to try this together; and some people are doing a great job because I've already got responses up here.

So those of you who have connected via your text, you can go ahead and answer the question: Which song best describes you today? Is it (a), Shiny Happy People by R.E.M.; (b), Workin' 9 to 5 by Dolly Parton; (c) That creepy doo-doop, doo-doop sound that you hear when Jaws is about to attack; and lastly, (d) Raindrops Keep Falling on My Head by B.J. Thomas?

Go ahead and enter your response if you have not already. I'm glad to see that we have lots of people participating. However, I'm not glad to see that a lot of people are feeling like it's a Workin' 9 to 5 day by Dolly Parton.

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I don't know about you, but when I walked in this morning it more felt like Raindrops Keep Falling on My Head. I was hoping it was going to be Shiny Happy People, but tomorrow is a new day.

All right, great job on that. It looks like we've got lots of people connected, and hopefully we will change that Workin' 9 to 5 to Shiny Happy People by the end of the day.

And if you have presentation questions, we look forward to everybody participating today, whether you are here in the audience or you are virtual and viewing us via the webcast.

For our webcast participants, if you have a question for one of our presenters at any point today, go to the Survey Monkey link; it was emailed to you last night with polling instructions, and it's also posted on the CTEO website – and enter your question and contact information. We will either answer these questions today during the session Q&A or at the very end of the day during the Open Q&A Session.

For our in-house participants, we ask if you have a question that you stand up and walk to the center aisle to one of the microphones that is placed there and, when prompted, that you do ask your question. It would be helpful if you introduce yourself and where you're from and speak into the microphone. That way, our viewing audience can hear your question.

And finally, if you have a technical question related to polling – if you're having difficulty with that polling we just went through – you can send an e-mail to tsanderson@provider-resources.com, and we will get back to you very quickly with a response.

If you have a technical question regarding the conference or the webcast, you can send an e-mail to CTEOTechSupport@CMS.hhs.gov.

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We are glad to have all of you here today with us. Our agenda today is packed with CMS experts, who are excited to share their knowledge and expertise. So let's go ahead and get started.

Kicking things off for us this morning, we have the Deputy Administrator and Director of the Center for Medicare. Please help me welcome Sean Cavanaugh.