

# Medicare Advantage & Prescription Drug Plan

*Spring Conference & Webcast*

May 1, 2019 • 9:45 am - 2:00 pm EDT • CMS Auditorium

CONFERENCE  
GUIDE



 #CTEOCON



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# Program Overview

**CMS EXPERTS** will be coming together to provide important information for the Medicare Advantage & Prescription Drug Plan Sponsoring Organizations, CMS staff and other CMS partners, staff-level operations, mid-level management and senior executives regarding updates to existing Medicare policies and technology.

This one-day event will be held on **Wednesday, May 1, 2019, from 9:45 am to 2:00 pm EDT**, and will consist of sessions presented by subject matter expert speakers and information on the following topics:

- **All Payer Policy & Medicare Advantage Qualifying Payment Arrangement Incentive (MAQI)**
  - All Payer Policy
  - MAQI
- **eMedicare**
- **Medicare Advantage Value Based Insurance Design Update**
- **Keynote Address**
- **New Medicare-Medicaid Integration Policies in the CY 2020 C&D Final Rule**
  - D-SNP Medicare-Medicaid Integration Requirements
  - D-SNP Unified Appeals and Grievance Processes
- **Open Q&A Session**





# Agenda

8:30 am – 9:30 am	<b>CHECK-IN/BADGING</b>
9:45 am – 10:00 am	<b>Conference Logistics &amp; Remarks</b> <i>Kaye Rabel &amp; Stacey Plizga, Provider Resources, Inc. Moderators</i> <b>Video Welcome</b> <i>Seema Verma, Administrator, Centers for Medicare &amp; Medicaid Services</i>
10:00 am – 10:30 am	<b>All Payer Policy &amp; Medicare Advantage Qualifying Payment Arrangement Incentive (MAQI)</b> <ul style="list-style-type: none"><li>• <b>All Payer Policy</b> <i>Richard Jensen, CMMI</i></li><li>• <b>MAQI</b> <i>Sharon Andres, CMMI</i></li></ul>
10:30 am – 11:15 am	<b>eMedicare</b> <i>Jon Booth, OC</i>
11:15 am – 12:00 pm	<b>Medicare Advantage Value Based Insurance Design Update</b> <i>Gary Bacher, CMMI</i> <i>Laura McWright, CMMI</i>
12:00 pm – 1:00 pm	<b>LUNCH BREAK</b>
1:00 pm – 1:15 pm	<b>Keynote Address</b> <i>Demetrios Kouzoukas, Principal Deputy Administrator and Director, Center for Medicare</i>
1:15 pm – 1:45 pm	<b>New Medicare-Medicaid Integration Policies in the CY 2020 C&amp;D Final Rule</b> <ul style="list-style-type: none"><li>• <b>D-SNP Medicare-Medicaid Integration Requirements</b> <i>Vanessa Duran, FCHCO</i> <i>Marna Metacalf Akbar, FCHCO</i> <i>Paul Precht, FCHCO</i></li><li>• <b>D-SNP Unified Appeals and Grievance Processes</b> <i>Marc Steinberg, FCHCO</i> <i>Tobey Oliver, FCHCO</i></li></ul>
1:45 pm – 1:55 pm	<b>Open Q&amp;A Session</b>
1:55 pm – 2:00 pm	<b>CLOSING REMARKS</b>



# Session Summaries

## All Payer Policy & Medicare Advantage Qualifying Payment Arrangement Incentive (MAQI)

### Richard Jenson, MPP

Senior Advisor, Division of Alternative Payment Model Infrastructure, Policy and Programs Group, Center for Medicare and Medicaid Innovation, CMS

### Sharon Andres, MBA

Project Lead for MAQI, Division of Delivery Systems Demonstration, Seamless Care Models Group, Center for Medicare and Medicaid Innovation, CMS

This session will provide participants with an overview of both: (1) the Quality Payment Program (QPP) All-Payer Combination Option, and (2) the Medicare Advantage Qualifying Payment Arrangement Initiative (MAQI) Demonstration. Clinicians participating in Medicare Advantage plans may benefit from either of these.

As part of the Quality Payment Program (QPP), the All-Payer Combination Option provides APM entities and eligible clinicians an opportunity to obtain QP and partial QP status, if they did not achieve such status through participation in Advanced APMs alone. The MAQI Demonstration allows participating eligible clinicians to have the opportunity to receive the MIPS exclusions for a given year if they participate to a sufficient degree in Qualifying Payment Arrangements with MAOs during the performance period for that year, without meeting the criteria to be QPs or Partial QPs, or otherwise being excluded from MIPS.

## eMedicare

### Jon Booth, BA

Director, Web and New Media Group, Office of Communications, CMS

This session will provide participants with information on the eMedicare initiative, which is focused on modernizing Medicare customer service for beneficiaries, caregivers, and assisters. The session will provide an overview of the Medicare Consumer Tools project, which includes a redesign of the Medicare.gov Medicare Plan Finder tool.

## Medicare Advantage Value Based Insurance Design Update

### Gary Bacher, JD, MPA

Chief Strategy Officer, Front Office, Center for Medicare and Medicaid Innovation, CMS

### Laura McWright, JD, MSW

Deputy Director, Seamless Care Models Group, Center for Medicare and Medicaid Innovation, CMS

This session will provide information on the VBID Model components, including, for 2021, a test of carving in the Medicare hospice benefit into the Medicare Advantage program and a 2021 roadmap for participating in the VBID Model.

Through the VBID model, CMS is testing the impact of service delivery and payment flexibilities in Medicare Advantage to promote patient-centered care, provide greater price transparency, increase enrollee choice and access to timely and clinically-appropriate care, including through telehealth, to improve quality and reduce costs. Starting in 2020, the VBID model incorporates broad innovations including allowing organizations to further target benefit design to enrollees based on chronic condition or certain socioeconomic characteristics, to provide more meaningful rewards and incentive programs, to meet network adequacy requirements using access to telehealth services, and to better engage their enrollees through structured and timely Wellness and Health Care Planning.





# Session Summaries, *continued*

## New Medicare-Medicaid Integration Policies in the CY 2020 C&D Final Rule

**Vanessa Duran, MPA**

*Deputy Director, Program Alignment Group,  
Medicare-Medicaid Coordination Office, CMS*

**Marna Metacalf-Akbar, MSW, MBA**

*Health Insurance Specialist, Program Alignment Group,  
Medicare-Medicaid Coordination Office, CMS*

**Paul Precht, BA**

*Senior Policy Advisor, Medicare-Medicaid  
Coordination Office, CMS*

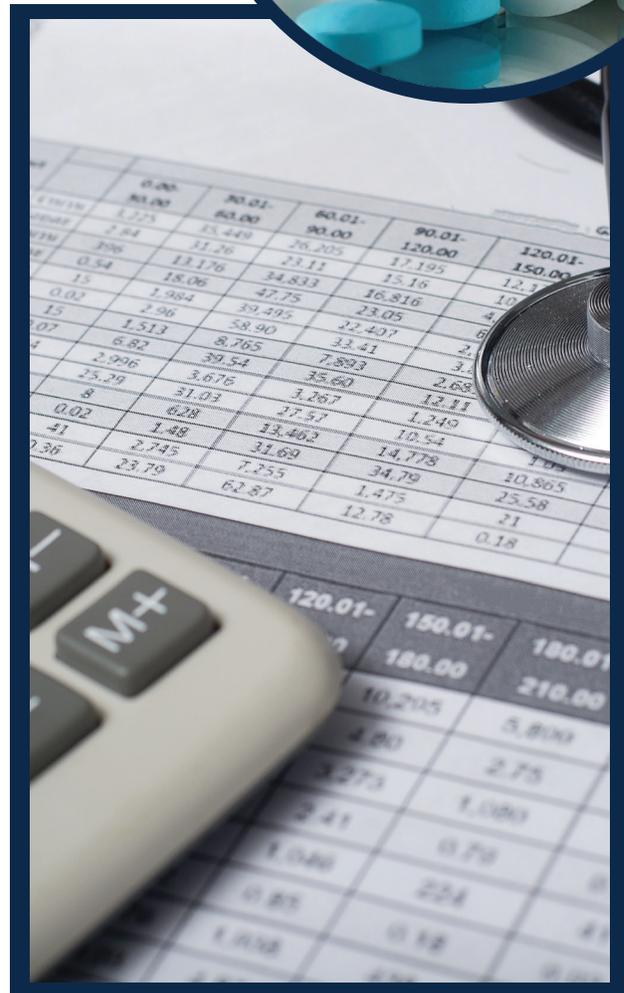
**Marc Steinberg, JD, MPP**

*Technical Director, Models, Demonstrations and  
Analysis Group, Medicare-Medicaid Coordination  
Office, CMS*

**Tobey Oliver, JD**

*Health Insurance Specialist, Models, Demonstrations  
and Analysis Group, Medicare-Medicaid  
Coordination Office, CMS*

This session will provide participants with an understanding of the new rules related to Dual Eligible Special Needs Plans (D-SNPs), codified in the Parts C and D Rule (Policy and Technical Changes to the Medicare Advantage, Medicare Prescription Drug Benefit, Program of All-Inclusive Care for the Elderly (PACE), Medicaid Fee-for-Service, and Medicaid Managed Care Programs for Years 2020 and 2021). The session will highlight the policy and legal contexts for making these updates to the regulations, the specific regulation changes CMS has finalized, and operational considerations as CMS and states move forward with implementing the final rule.





## Speaker Bios

### Sharon Andres, MBA

*Project Lead for MAQI, Division of Delivery Systems Demonstration, Seamless Care Models Group, Center for Medicare and Medicaid Innovation, CMS*

Ms. Andres serves as the lead for the MAQI demonstration. Ms. Andres has extensive experience in developing and implementing demonstrations/models that focus on testing alternative payment structures and health care delivery systems in Medicare.

Prior to coming to CMS, Ms. Andres held various nursing leadership positions. Ms. Andres is a Registered Nurse with a MBA.

### Gary Bacher, JD, MPA

*Chief Strategy Officer, Front Office, Center for Medicare and Medicaid Innovation, CMS*

Gary Bacher is the Chief Strategy Officer for the Center for Medicare and Medicaid Innovation as well as for the HHS Senior Advisor on Value Based Care. In these roles, he provides strategic advice to help identify the direction for new care models and payment approaches with the goal of enhancing the quality of health and health care and reducing cost through improvement. Mr. Bacher brings more than two decades of leadership in health care, operating at the intersection of public policy, law, regulatory affairs, and business development.

### Jon Booth, BA

*Director, Web and New Media Group, Office of Communications, CMS*

Jon Booth is the Director of the Web and New Media Group in the CMS Office of Communications (OC). In this position, Jon oversees the CMS public websites

program, which includes Healthcare.gov, Medicare.gov, MyMedicare.gov, CMS.gov, and other websites. Jon is leading a team consisting of internal CMS staff and contract developers focused on an effort to modernize CMS' public websites, including cloud migration, mobile optimization, development of public APIs, and improvements to the online services CMS offers to citizens under all of the programs the Agency oversees.

Jon has worked throughout CMS through his career and has supported the launch of the Agency's websites, IT governance, and numerous communication initiatives. Jon has been at CMS for 25 years.

### Vanessa Duran, MPA

*Deputy Director, Program Alignment Group, Medicare-Medicaid Coordination Office, CMS*

Since coming to the Medicare-Medicaid Coordination Office in 2011, Vanessa has focused on the development and implementation of the Capitated Financial Alignment Model Demonstrations, as well as various other Medicare-Medicaid alignment initiatives, including Dual Eligible Special Needs Plan policy. Previous to this position, Vanessa spent ten years in a variety of drug and health plan policy positions in the Centers for Medicare & Medicaid Services (CMS), including as Director of the Division of Policy, Analysis, and Planning in the Medicare Drug & Health Plan Contract Administration Group, as well as on teams developing and implementing the Medicare Prescription Drug Card Program and the Medicare Prescription Drug Benefit (Part D). Prior to her work at CMS, she held positions in a Washington-based public policy consulting firm focusing on women's health care issues, as well as on Capitol Hill. Vanessa has a Master's in Public Affairs – with a focus on domestic policy – from Princeton University's Woodrow Wilson School of Public and International Affairs. She is also a proud Duke University Blue Devil.



## Speaker Bios, *continued*

### **Richard Jensen, MPP**

*Senior Advisor, Division of Alternative Payment Model Infrastructure, Policy and Programs Group, Center for Medicare and Medicaid Innovation, CMS*

Richard Jensen, a Senior Advisor with the Center for Medicare and Medicaid Innovation at CMS, has over 35 years of experience with Medicaid and state health care policy. He currently serves as the lead on All-Payer Policy for the Quality Payment Program. Prior to joining the Quality Payment Program team, Mr. Jensen worked on the State Innovation Model (SIM) Project and prior to that was the Director of the Division of State Demonstration and Waivers (Section 1115 demonstrations) at CMS. Before joining CMS in 2011, Mr. Jensen was a Lead Research Scientist in the Department of Health Policy at George Washington University School of Public Health where he taught health economics and finance and provided technical assistance to state Medicaid programs. He previously held senior positions with the Government Accountability Office, the National Governors Association, and the National Association of Medicaid Directors.

### **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 the US Department of Health and Human Services (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, Demetrios 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.

### **Laura McWright, JD, MSW**

*Deputy Director, Seamless Care Models Group, Center for Medicare and Medicaid Innovation, CMS*

Laura McWright is the Deputy Director for the Seamless Care Models Group in the Center for Medicare and Medicaid Innovation at the Centers for Medicare & Medicaid Services (CMS). Her group houses the innovative payment and care delivery models related to advanced primary care and accountable care organizations, namely the CPC Plus initiatives, Next Generation ACO Models, and the Comprehensive ESRD Care initiative. Her group also manages health plan innovation models for Medicare Parts C and D. Laura has been in federal service for over 20 years serving in a number of leadership roles including serving as Director of the Medicare Parts C and D Legislative Analysis Group at CMS' Office of Legislation, the Director of the Payment Policy and Financial Management Group within CMS' Center for Consumer Information and Insurance Oversight, and as a Division Director overseeing the National Health Service and Nurse Corps participants at the Health Resources and Services Administration.



## Speaker Bios, *continued*

### **Marna Metcalf-Akbar, MSW, MBA**

*Health Insurance Specialist, Program Alignment Group, Medicare-Medicaid Coordination Office, CMS*

Ms. Metcalf-Akbar is a Presidential Management Fellow and has been employed by CMS since June 2017. She works as a Health Insurance Specialist with the Medicare Medicaid Coordination Office — Program Alignment Group.

### **Tobey Oliver, JD**

*Health Insurance Specialist, Models, Demonstrations and Analysis Group, Medicare-Medicaid Coordination Office, CMS*

Ms. Oliver has been employed by CMS in the Medicare-Medicaid Coordination Office since April 2016. Prior to CMS, Ms. Oliver was employed as a Research Scientist at NORC at the University of Chicago.

### **Paul Precht, BA**

*Senior Policy Advisor, Medicare-Medicaid Coordination Office, CMS*

Paul Precht is a Senior Policy Advisor in the Medicare-Medicaid Coordination Office at CMS whose portfolio includes policy issues impacting Dual Eligible Special Needs Plans. Prior to starting at CMS in 2010, Mr. Precht was the Policy Director for the Medicare Rights Center, a nonprofit advocacy and service organization based in New York.

### **Marc Steinberg, JD, MPP**

*Technical Director, Models, Demonstrations and Analysis Group, Medicare-Medicaid Coordination Office, CMS*

Marc Steinberg is a technical director and team lead with the Models, Demonstration and Analysis Group in the CMS Medicare-Medicaid Coordination Office (MMCO). He works primarily on issues related to managed care plans that serve dually eligible beneficiaries. Before joining CMS in 2014, Mr. Steinberg worked for over 10 years in the beneficiary advocacy community.





# 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 be from 12:00 pm to 1:00 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  
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 **Wednesday, May 1, 2019, from 8:30 am until 9:30 am EDT**. All Medicare Advantage & Prescription Drug Plan Spring 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](mailto: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.



## On-Site Participants, *continued*

### ? General Information, *continued*

#### 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:

**Monday, April 22, 2019, by 6:00 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 6:00 pm EDT, Monday, April 22nd.

***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 to ensure that all event attendees are able to clear the CMS security procedures and are comfortably prepared to attend the event.
- Please Note:** 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 & Prescription Drug Plan Spring 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: Monday, April 22, 2019, by 6:00 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 on 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](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](mailto:CTEO@cms.hhs.gov).





# Webcast Participants



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 Tech Support Team via email at [CTEOTechSupport@cms.hhs.gov](mailto: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.

**Please Note:** Technology assistance will not be available until the conference is live.

## 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](mailto: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 CTEO Tech Support team via email at [CTEOTechSupport@cms.hhs.gov](mailto: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.

## 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 conference. Only confirmed registered participants, will be able to access and join the live webcast.

The webcast will be held Wednesday, May 1, 2019, from 9:45 am – 2:00 pm EDT. **To facilitate easy access to the webcast, please log in between 9:15 am – 9:45 am EDT on May 1, 2019.** The webcast will begin at 9:45 am EDT.



# Continuing Education Activity Information & Instructions

## Activity Description

The goal of this activity is to educate Medicare Advantage & Prescription Drug Plan Sponsoring Organizations, CMS staff and other CMS partners, staff-level operations, mid-level management and senior executives regarding updates to existing Medicare policies and technology.

## Compliance Certification Board (CCB)<sup>®</sup> Credits

The Compliance Certification Board (CCB)<sup>®</sup> has approved this event for up to **1.8 live CCB<sup>®</sup> CEUs**. Continuing Education Units are awarded based on individual attendance records. *Granting of prior approval in no way constitutes endorsement by CCB<sup>®</sup> of this event content or of the event sponsor.*

## Continuing Education Activity Information and Updates

[http://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming\\_Current\\_Events.html](http://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming_Current_Events.html)



**IMPORTANT NOTE:** CMS CCB<sup>®</sup> continuing education credits are not issued automatically; therefore, all registered participants must complete the CCB<sup>®</sup> CEU Attendance Survey in order to receive the credits. Also CMS is not responsible for any technical issues and/or non-receipt of this survey; therefore CMS will not process any CCB<sup>®</sup> CEU attendance survey requests after **May 20, 2019**.



## 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](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](http://www.cms.gov/Outreach-and-Education/Training/CTEO/Upcoming_Current_Events.html)

### Post-Event Online Survey

Please complete your *Medicare Advantage & Prescription Drug Plan Spring Conference & Webcast* evaluation survey online at:

[https://www.surveymonkey.com/r/2019\\_Spring\\_Participant\\_Survey\\_Final](https://www.surveymonkey.com/r/2019_Spring_Participant_Survey_Final)

**The survey will be available until 6:00 pm EDT, Wednesday, May 8, 2019.**

### Technical Support

Report technical difficulties by contacting the CTEO Tech Support Team via email at [CTEOTechSupport@cms.hhs.gov](mailto:CTEOTechSupport@cms.hhs.gov) during the webcast.

**Please Note:** Technology assistance will not be available until the conference is live.

### Special Thanks to...

- CMS Administrator
- CM Leadership
- CMS Presenters
  - CMMI Speakers
  - OC Speaker
  - FCHCO Speakers
- OC – Office of Communications Staff
- OSSO – CMS Logistical & Technical Team
- CTEO Team – CM/BOS2 Staff and PRI (CTEO Contractor Support)





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