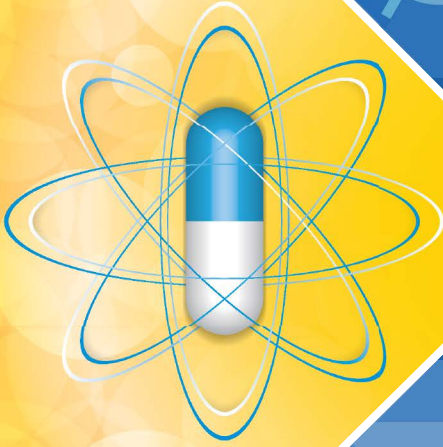


Transforming

Collaborating

Communicating



# Medicare Advantage & Prescription Drug Plan

## FALL CONFERENCE & WEBCAST

September 7, 2017 • 9:30 am - 4:30 pm EDT  
CMS Grand Auditorium

# AGENDA

<b>7:00 am - 9:30 am</b>	<b>CHECK-IN/BADGING</b>
9:30 am - 9:45 am	<b>Welcome/Remarks</b> Kaye Rabel and Stacey Plizga, PRI Moderators
9:45 am - 10:00 am	<b>Keynote Address</b> Demetrios Kouzoukas, Principal Deputy Administrator and Director, Center for Medicare
10:00 am - 10:45 am	<b>Parts C &amp; D Past Performance Analysis</b> Michael Neuman, CM Kerry Casey, CM
10:45 am - 11:30 am	<b>Encounter Data</b> Shruti Rajan, CM Monica Reed-Asante, CM
<b>11:30 am - 12:30 pm</b>	<b>LUNCH BREAK</b>
12:30 pm - 1:15 pm	<b>Leadership Chat and Roundtable</b> <b>Applications/Contracting Process</b> Kathryn Coleman, CM <b>Beneficiary Outreach</b> <b>Update of Enrollment and Appeals</b> Jerry Mulcahy, CM <b>Audit and Program Policy Feedback Loop</b> Vikki Ahern, CM <b>Payment Operations</b> Jennifer Harlow, CM <b>Problems after January 1st</b> <b>The Importance of Early Communications with CMS</b> Amy Larrick, CM
1:15 pm - 2:15 pm	<b>The Medicare Beneficiary Ombudsman and Medicare Plans: Working Together</b> Randy Brauer, OHI Catherine Rippey, OHI
<b>2:15 pm - 2:30 pm</b>	<b>AFTERNOON BREAK</b>
2:30 pm - 3:15 pm	<b>Appeals, Grievances, and Complaints: Identification and Processing</b> Coretta Edmondson, CM Paul Collura, CMHPO
3:15 pm - 4:25 pm	<b>Open Q &amp; A Session</b>
<b>4:25 pm - 4:30 pm</b>	<b>CLOSING REMARKS</b>