

TANGITA DARAMOLA

COMPETITIVE ACQUISITION OMBUDSMAN (CAO)

Committed to engaging and building relationships with Medicare beneficiaries and suppliers in order to ensure the success of the Competitive Bidding Program

MEET THE CAO

Ms. Daramola is currently the Competitive Acquisition Ombudsman. She holds a Bachelor of Science from Howard University and a Master of Administration from the University of Maryland.

As an ombudsman, the CAO maintains open lines of communication with Program stakeholders and meets with individuals and organizations to explore their concerns and options for resolving them.

CAO OFFICE

The CAO is a statutorily established ombudsman office within the Centers for Medicare & Medicaid Services (CMS) Office of Hearings and Inquiries. The CAO is charged with responding to inquiries and complaints from suppliers and individuals about the application of the Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Competitive Bidding Program.

The CAO plays a vital role in ensuring that Agency processes respond effectively to inquiries and complaints about the Program and notify the Agency leadership about potential system issues that may affect beneficiaries' access to quality DMEPOS items and services.

The CAO currently supports Agency efforts by facilitating demographic research, engaging stakeholders in discussions about the Program, and helping to enhance communication strategies for reaching vulnerable and hard-to-reach beneficiaries with Program information.

CAO FUNCTIONS

Core tasks and functions, as mandated by Section 154(b) of the Medicare Improvements for Patients and Providers Act of 2008 (MIPPA), are:

- Respond to suppliers' and individuals' inquiries and complaints about the Program
- Communicate through an Annual Report to Congress details of CAO activities, potential systemic issues, and make appropriate recommendations for improvements
- Manage risks by working with Agency components to address related inquiries and complaints

- Facilitate understanding of the Program by communicating regularly with stakeholders and raising their concerns about the application of the Program to the appropriate Agency component

CAO MISSION

Provide quality responses to DMEPOS suppliers and individuals and unbiased reporting to Congress