

The CMS Medicare-Medicaid Coordination Office (MMCO) is pleased to announce the following training opportunity:

### **Engaging Members in Plan Governance During COVID-19: A Panel Discussion**

**Date/Time:** Thursday, September 17, 2020 - 12:30pm to 1:45pm EDT

**Registration Link:**

[https://www.resourcesforintegratedcare.com/Member\\_Engagement/2020\\_Webinar/Plan\\_Governance\\_During\\_COVID-19\\_Panel\\_Discussion](https://www.resourcesforintegratedcare.com/Member_Engagement/2020_Webinar/Plan_Governance_During_COVID-19_Panel_Discussion)

Health plans are facing additional challenges to effective member engagement in plan governance due to the COVID-19 pandemic, and its associated physical distancing protocols. However, the current environment also presents opportunities to re-examine meeting structures, implement creative engagement strategies, and recruit new members. Over the past five months, ICCoP participants shared challenges and promising practices for engaging members in plan governance.

This panel discussion will offer promising practices that emerged from the ICCoP, and elsewhere, for staying connected to member advisors and supporting their continued involvement during COVID-19. By the end of this discussion, attendees should be able to:

- Identify strategies:
  - for engaging member advisors using phone or videoconference
  - for overcoming the “digital divide” for member advisors who either lack the necessary technology to participate or who are unfamiliar with how to use it
- Access specific tools to use in supporting member engagement in plan governance

**Featured speakers:**

- Robyn Rohr, Senior Insight Manager, CareSource
- Natalie Wang, Project Manager, SCAN Health Plan
- Monica Gossett, Community Outreach Manager, UCare
- Mary Harmon, Consumer Member, CareSource

**Intended Audience:**

This panel discussion is intended for staff of Medicare-Medicaid plans (MMPs), dual eligible special needs plans (D-SNPs), and PACE organizations who are interested in engaging members in plan governance through consumer advisory committees or other strategies.

**Viewing the Event:**

On the day of the live event, please use the web link to join the webinar. You can access the platform using a computer, smart phone, or tablet. The audio portion of the presentation will automatically stream through your computer/device speakers. Please make sure that the volume on your speakers is turned up. Phone dial-in information will also be available during the live event if you are unable to listen to the audio through the computer/device speakers.

For individuals that will be **away** from a computer, smart phone, or tablet on the day of the live webinar event, please email us at [RIC@lewin.com](mailto:RIC@lewin.com) to request dial-in information.

Due to high demand on technical platforms due to COVID-19, it is possible that some users may experience challenges in accessing the live event. If you experience difficulty logging in or for any reason are unable to attend, note that the event recording will be available to view “On-Demand” approximately 45 minutes after the conclusion of the event. You can access the “On-Demand” recording at any time by clicking the registration link. If you have questions for presenters ahead of the live event, please submit those through the registration form. If you have any questions after viewing the live or “On-Demand” event, please email us at [RIC@lewin.com](mailto:RIC@lewin.com).

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*Resources for Integrated Care (RIC) develops and disseminates technical assistance and actionable tools for providers of beneficiaries dually eligible for Medicare and Medicaid based on successful innovations and care models. The RIC website features additional resources and tools for providers and health plans, available at <https://www.resourcesforintegratedcare.com>. RIC is supported by the CMS Medicare-Medicaid Coordination Office.*

Please contact [RIC@lewin.com](mailto:RIC@lewin.com) or [Sonya.bowen@cms.hhs.gov](mailto:Sonya.bowen@cms.hhs.gov) with any questions.