



**CMS 2010 BI-REGIONAL MEDICARE HEALTH PLAN COMPLIANCE  
CONFERENCE**

**Boston & New York – Serving Our Beneficiaries Together**

Verbatim Transcripts

Welcome – Conference Goals and Introduction of Boston and New York Staff  
Reginald G. Slaten

>> I ACTUALLY NOW WANT TO TAKE THE OPPORTUNITY TO MOVE US ON INTO A PROPER WELCOME FOR YOU FROM THE ASSOCIATE REGIONAL ADMINISTRATOR IN NEW YORK. HE IS REGGIE SLATEN. SOME OF YOU WILL KNOW REGGIE. HE IS OFFICIALLY CALLED REGINALD. I KNOW HIM AND SO I WILL CALL HIM REGGIE. REGINALD SLATEN IS THE ASSOCIATE REGIONAL ADMINISTRATOR FOR THE DIVISION OF MEDICARE HEALTH PLANS OPERATIONS AT CMS IN NEW YORK AND HE IS ONE OF 10 ARA'S NATIONALLY WHO ADMINISTER THE PART C AND PART D PROGRAM. MR. SLATEN IS RESPONSIBLE FOR LEADING CMS' OVERSIGHT OF THE MEDICARE ADVANTAGE AND PRESCRIPTION DRUG PLAN PROGRAMS IN NEW YORK, NEW JERSEY, PUERTO RICO AND THE VIRGIN ISLANDS THROUGH THE MANAGEMENT OF OVER 80 CONTRACTS WITH MORE THAN 40 HEALTHCARE ORGANIZATIONS. MR. SLATEN HOLDS A BACHELOR OF

SCIENCE DEGREE IN MANAGEMENT  
SCIENCE FROM KEAN UNIVERSITY.  
AND HE PURSUED HIS MBA IN  
GRADUATE STUDIES AT RUTGERS. HE  
IS CURRENTLY A SENIOR CMS FELLOW  
AT THE COUNCIL OF EXCELLENCE IN  
GOVERNMENT AND THAT'S A  
LEADERSHIP PROGRAM THAT PROMOTES  
IMPROVING GOVERNMENT THROUGH  
VISION, ACTION AND RESULTS.  
KEEP THAT IN MIND WHILE I ASK  
YOU TO WELCOME REGGIE SLATEN.  
>> THANK YOU, MARVA FOR THAT  
VERY IMPRESSIVE INTRODUCTION.  
ONCE AGAIN, JUST LIKE I WROTE  
IT. I'M GOING TO START TIPPING  
MY BIOGRAPHERS A LITTLE BETTER I  
THINK, BUT, ANYWAY, WELCOME AND  
GOOD AFTERNOON, EVERYONE. AND  
WELCOME TO THE CMS 2010 BI-  
REGIONAL MEDICARE HEALTH PLAN  
COMPLIANCE CONFERENCE, SERVING  
OUR BENEFICIARIES TOGETHER.  
HOSTED BY BOSTON AND THE NEW  
YORK REGIONAL OFFICES OF CMS. I  
THANK YOU ALL FOR BEING HERE AND  
EAGERLY ANTICIPATE YOUR FULL  
PARTICIPATION OVER THE NEXT  
COUPLE OF DAYS. LET ME ALSO  
TAKE THIS OPPORTUNITY ON BEHALF  
OF BOTH REGIONAL OFFICES TO  
THANK OUR CMS COLLEAGUES FROM  
BALTIMORE AS WELL AS OUR OTHER  
FEDERAL AND REGIONAL PARTNER  
ORGANIZATIONS FOR HELPING US PUT  
THIS EFFORT FORWARD. BEFORE WE  
TAKE THAT FIRST STEP IN SERVING  
OUR BENEFICIARIES TOGETHER, LET  
ME FIRST INTRODUCE YOU, PERHAPS,  
AGAIN, TO SOME OF OUR  
HARDWORKING BRANCH MANAGERS IN  
THE DIVISION OF MEDICARE HEALTH  
PLANS OPERATIONS AND JUST SOME  
OF WHAT THEY DO. FIRST IS  
MITCHELL CROLL, WHO DIRECTS OUR  
HEALTH PLANS BRANCH. HE IS THE  
NEW YORK REGIONAL OFFICE LEAD  
MANAGER FOR OUR MEDICARE  
ADVANTAGE AND PRESCRIPTION DRUG

PLAN, AUDIT AND COMPLIANCE  
ACTIVITIES AND FOR PACE  
ORGANIZATION OVERSIGHT. MITCH,  
WHERE ARE YOU? THERE HE IS.  
MAKE SURE YOU KNOW WHERE HE IS,  
OKAY? THERE YOU GO. RACHEL  
WALKER, WHO MANY OF YOU KNOW  
COULDN'T BE WITH US THIS WEEK.  
SHE DIRECTS THE NEW YORK  
REGIONAL MEDICARE ADVANTAGE  
BRANCH AND SHE'S RESPONSIBLE FOR  
LEADING MEDICARE ADVANTAGE  
ORGANIZATION APPLICATIONS  
PROCESS, MARKETING MATERIAL  
REVIEWS AND MEMBER ENROLLMENT  
AND DISENROLLMENT FUNCTIONS.  
NEXT, WE HAVE MARVA NATHAN, WHOM  
YOU'VE E'VE MET ALREADY AND  
NANCY ANG. BOTH ARE DIRECTORS  
OF THE RESPECTIVE CUSTOMER  
RELATIONS BRANCHES IN THE BOSTON  
AND NEW YORK REGIONAL OFFICES,  
WHICH ARE RESPONSIBLE FOR  
MANAGING BENEFICIARY AND  
CONGRESSIONAL INQUIRIES,  
PROCESSING MEDICARE ADVANTAGE  
AND PRESCRIPTION DRUG PLAN  
RELATED COMPLAINT CASES AND FOR  
DEVELOPING PROVIDING OUTREACH  
ACTIVITIES TO OUR BENEFICIARY  
PARTNER SINCE THEY CALLED  
ORGANIZATIONS THROUGHOUT EACH OF  
THEIR REGIONS. THEY AND THEIR  
STAFFS ARE PRIMARILY RESPONSIBLE  
FOR THE PLANNING,  
IMPLEMENTATION--AND  
IMPLEMENTATION OF THIS THREE-DAY  
CONFERENCE. THANKS, MARVA AND  
NANCY TO YOU AND YOUR STAFFS AND  
TO ALL THE REGIONAL OFFICE  
MEMBERS, WHO WORK SO LONG AND  
HARD ON PUTTING THIS CONFERENCE  
TOGETHER. WHERE IS NANCY?  
OKAY. AND THIS IS MARVA. SO,  
NOW YOU KNOW THAT IF THERE'S  
ANYTHING THAT YOU DON'T LIKE  
ABOUT THIS CONFERENCE, WHO TO  
BLAME? SEE NANCY, SEE MITCH OR  
MARVA, ALL RIGHT. MOVING ALONG,

LET ME ALLOW ME--LET ME--ALLOW ME TO BRIEFLY WALK YOU THROUGH SOME OF THE CONCEPTS AND GOALS FOR THE CONFERENCE. WE INTEND TO OFFER YOU THE LATEST INFORMATION AND EDUCATION ON MEDICARE LEGISLATION, WHERE WE CAN, POLICIES, PROCEDURES AND OPERATION INITIATIVES FROM COMPLIANCE TO CASE WORK, PROGRAM INTEGRITY TO QUALITY OF CARE, PRESCRIPTION DRUGS TO PAYMENT DISPUTES, SPECIAL NEEDS PLANS TO SECURITY AND PRIVACY, ENROLLMENT TO MARKETING, SURVEILLANCE IS THE BEST AVAILABLE EVIDENCE AND NETWORKING TO PARTNER. OVERALL, WE WILL CLUE YOU IN TO HOW WE UTILIZE ALL OF THESE INITIATIVES TO VALUE AND PROTECT OUR BENEFICIARIES. BUT THAT'S NOT ALL, LAST YEAR AT THIS TIME I TOLD YOU IT AIN'T EASY TO BEING GREEN. WHILE WE'VE GOTTEN A LITTLE BETTER AT IT HAVING CONDUCTED A NUMBER OF SIMILAR MEETINGS SINCE THEN AND ARE WORKING OUR WAY UP TO BEING A LEAN, MEAN, GREEN CONFERENCING MACHINE. AND WE'RE SERIOUSLY, AS NORMA MENTIONED, THIS IS OUR NEXT MAJOR EFFORT TO REDUCE OUR CARBON FOOTPRINT. AS SUCH, WE ARE RESPONSIBLY MINIMIZING THE USE OF PAPER FOR THIS CONFERENCE. HOWEVER, AS WE MENTIONED, YOU MAY ACCESS ALL CONFERENCE PRESENTATIONS AND MATERIALS FROM THE CONFERENCE REGISTRATION WEBSITE OVER THE NEXT TWO WEEKS. WE ENCOURAGE ALL ATTENDING ORGANIZATIONS TO CONSIDER THE ENVIRONMENT, INCORPORATE YOUR OWN EFFORTS TO REDUCE YOUR CARBON FOOTPRINT IN YOUR DAILY OPERATIONS. SO BEFORE WE BRING UP OUR CAPTAIN OF THE SHIP, WHILE YOU'RE HERE, WE INVITE YOU TO BE ATTENTIVE,

BE INQUISITIVE, BE PATIENT, BE  
GREEN, BE ALL THAT YOU CAN BE,  
AND PLEASE BE ON TIME. ONCE  
AGAIN, WELCOME, ENJOY BROOKLYN,  
AND ENJOY THE CONFERENCE, BE  
GOOD.