



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.