



**CMS 2010 BI-REGIONAL MEDICARE HEALTH PLAN COMPLIANCE  
CONFERENCE**  
**Boston & New York – Serving Our Beneficiaries Together**

Verbatim Transcript  
Closing Remarks  
Reginald G. Slaten

>> YOU MET HIM A LITTLE EARLIER. I'LL JUST REMIND YOU THAT REGGIE SLATEN IS OUR ASSOCIATE REGIONAL ADMINISTRATOR FOR THE DIVISION OF MEDICARE HEALTH PLANS OPERATIONS HERE IN NEW YORK. SO PLEASE WELCOME REGGIE, AGAIN, TO THE LECTERN.

>> THANKS, AGAIN, MARVA. I AM-- I FULLY REALIZE THAT I AM HERE AS THE LAST THING STANDING BETWEEN YOU AND LUNCH AND ANOTHER NIGHT ON THE TOWN HERE IN BROOKLYN AND NEW YORK. SO, AS KING HENRY VIII SAID TO ALL OF HIS SIX WIVES, "I WON'T KEEP YOU LONG." WHEN YOU HEAR A GOOD LINE, STEAL IT, IT'S WHAT I SAY. SO WHAT HAVE WE LEARNED HERE THESE PAST FEW DAYS? THESE ARE THINGS YOU SHOULD BE ASKING YOURSELVES. I REALIZE WITH A LARGE AUDIENCE, PEOPLE COME IN WITH CERTAIN AGENDAS AND THEY GO AWAY WITH CERTAIN ANSWERS TO DIFFERENT QUESTIONS. BUT ALONG

THE WAY, I'M SURE YOU PICKED UP SOMETHING YOU DIDN'T KNOW OR YOU HADN'T THOUGHT ABOUT OR YOU DIDN'T REALIZE. I HAVE TOO. ONE STRIKING REALIZATION FOR ME AND SHOULD BE MORE SO FOR YOU IS THAT ALL OF THE INFORMATION, ALL OF THE DATA, ALL OF THE ANALYSIS THAT WE DO COMES FROM INFORMATION YOU GIVE US. AND I THINK CYNTHIA MADE THAT VERY CLEAR YESTERDAY AND MIKE REPEATED IT TODAY. THAT'S A TAKEAWAY AND IF WE'RE LOOKING AT IT IN A CERTAIN WAY, YOU NEED TO BE ABLE TO LOOK AT IT ALSO IN THE SAME WAY SO THAT WE ARE ALL ON THE SAME PAGE IN SERVING OUR BENEFICIARIES. I HOPE YOU CAME TO REALIZE THAT WE'VE GONE THROUGH INTRICATE DETAIL AND INTRICATE INTENSE OPERATIONS TO SHOW HOW WE VALUE AND PROTECT OUR BENEFICIARIES BECAUSE THEY ARE THE MOST IMPORTANT TO US. WE HOPE YOU'LL REACH OUT TO SOME OF OUR PARTNERS PARTICULARLY THE SHIP ORGANIZATIONS. THEY ARE TRULY OUR EYES AND EARS ON THE GROUND AND I APPRECIATE PATRICK'S REFLECTIONS ON THAT AND HIS REFERENCE TO, YOU KNOW, THE DEEP SOUTH IN BOSTON AND SO FORTH, HOW WE WERE ALL ON THE GROUND TO GET INFORMATION TO MAKE--HELP BENEFICIARIES MAKE DECISIONS, MAKE GOOD SOUND DECISIONS THAT ARE GOOD FOR THEM. SO WHAT ELSE HAVE WE LEARNED? WE LEARNED THAT THAT EVEN THOUGH MANY OF YOU ARE OUR COMPETITORS, ALL OF YOU TO SOME DEGREE ARE, THAT YOU CAN COME AWAY WITH COMMON BEST PRACTICES THAT EVEN WE HAVE NOT YET IDENTIFIED BUT MAYBE YOU HAVE. AND THEN YOU CAN IMPLEMENT THESE THINGS IN ORDER TO MAKE YOUR ORGANIZATION THE BEST THAT IT CAN BE. COMPLIANCE IS A BIG

THING. IF YOU DIDN'T GET THAT,  
YOU WERE MAYBE WALKING ACROSS  
THE BROOKLYN BRIDGE OR SOMETHING  
IN THE LAST COUPLE OF DAYS  
BECAUSE I THINK WE BROUGHT THAT  
POINT HOME VERY SOUNDLY. AND  
IT'S NOT A PUNISHMENT TYPE OF  
THING, IT'S A--IT'S TOOLS THAT  
WE USE TO MAKE SURE WE'RE DOING  
THINGS ACCURATELY AND  
APPROPRIATELY. SO I HOPE YOU  
BROUGHT THAT, TAKE THAT AWAY  
WITH YOU AS WELL. ALL RIGHT,  
SAID I WOULDN'T KEEP YOU LONG,  
BUT I DO NEED TO RECOGNIZE A FEW  
FOLKS SILENTLY IN THE BACK FOR  
THE LAST THREE DAYS, PEOPLE I  
WORK ON MY STAFF IN THEIR SPARE  
TIME, THEY'VE ACTUALLY LEARNED  
HOW TO RUN A TV STATION, SO. WE  
HAVE OUR MEDIA TEAM THAT'S BEEN  
FILMING THIS WHOLE OR TAPING  
THIS WHOLE THREE-DAY EVENT. SO  
WE'VE BEEN SWITCHING OFF OUR  
MOTIONS BACK THERE. HEY MOS--  
STAND UP. MOSES SCHNEIDER, I  
SEE EDGARDO REYES, ALSO BEHIND  
THE CAMERA. SO I WILL TAKE THIS  
OPPORTUNITY TO PLUG A COMMERCIAL  
FOR OUR MEDIA TEAM. WE HAVE--  
ACTUALLY, IT STARTED HERE IN  
BROOKLYN. WE ARE--THE BROOKLYN  
CABLE ACCESS TELEVISION FOR  
FREE, TRAINED A BUNCH OF FOLKS  
THAT WORK IN CMS ON HOW TO  
OPERATE A TV STUDIO FROM  
EVERYTHING, FROM FLOOR  
MANAGEMENT TO OPERATING THE  
CAMERAS TO VIDEO TO PLAYBACK.  
AND WE DO A SHOW EVERY MONTH  
CALLED CMS & YOU. AND WE TAPE  
IT AND WE SEND IT OUT, WE DO IT  
LIVE, WE SEND IT OUT ALSO TO  
ABOUT 48, I THINK, AFFILIATES  
THROUGHOUT THE--NOT ONLY HERE IN  
NEW YORK AREA BUT ALSO IN PUERTO  
RICO OR VIRGIN ISLANDS AND AS  
WELL, AND NEW HAMPSHIRE OF ALL  
PLACES AS WELL. SO WE--AND  
WE'RE GROWING AND WE'RE

LEARNING. SO I WANT TO THANK YOU, GUYS, FOR, I THINK, AT THE LAST MOMENT COMING IN AND THEN PUTTING UP THE EQUIPMENT AND GETTING US ON RECORD. I KNOW MARVA ASKED YOU GUYS AWAY BEFORE, BUT I WANT FOLKS THAT WORK FOR ME TO STAND UP SO YOU CAN SEE THEM. STAND UP IF YOU WORK FOR ME, YOU WORK IN NEW YORK REGIONAL OFFICE. YES, STAND UP. THESE ARE PEOPLE THAT HELPED PUT THIS TOGETHER. I'M VERY PROUD OF ALL OF YOU. ON YOUR WAY OUT, IF YOU'VE GOT QUESTIONS, THEY'RE THE ONES TO ASK. ALSO, I WANT TO GIVE A SPECIAL RECOGNITION TO PATTY FARRIS, WHERE IS SHE? ALL RIGHT, I DON'T SEE HER. ADEL, WHO'S JUST UP HERE. HI, ADEL, ALL RIGHT. OUR COLLEAGUES FROM BOSTON, I JUST WANT TO POINT THEM OUT AND, OF COURSE, MARVA NATHAN. THESE FOLKS, IN ADDITION TO OUR INEVITABLE, NORMA HARRIS PUT FOR US A TREMENDOUS EFFORT THAT SHOULD NOT GO UNRECOGNIZED. WHAT I ALSO WANT TO, AGAIN, REMIND YOU OF IS THAT, I KNOW WE WENT TO THE Q&AS AND I WILL GET THE OEP/EAP DOWN MYSELF WITH--AND I NEED REMEDIAL ATTENTION TO THAT, BUT I WILL GET IT. BUT FOR ALL THE OTHER QUESTIONS AND SO FORTH, THE MATERIALS FOR THE NEXT COUPLE OF WEEKS, YOU SHOULD GO TO OUR WEBSITE AND THEN WE'LL WILL GET ALL THE UPDATED PRESENTATIONS AND THEY SHOULD BE AVAILABLE. HERE'S NORMA, HELLO. AND WITH THAT, I WILL ASK IF THERE'S ANYTHING ELSE FROM ANYBODY HAS ANY QUESTIONS IN THE ROOM? GOING ONCE, TWICE--ALL RIGHT, BEFORE I GET TO THREE, I ALSO WANT TO TAKE A--I ALSO WANT TO TAKE ALSO A SPECIAL--I DON'T GET THIS OPPORTUNITY TOO MUCH--A

SPECIAL THANK YOU FOR OUR  
COLLEAGUES WHO MADE IT ALL THE  
WAY HERE FROM PUERTO RICO TO  
TAKE--TAKE IN THIS EFFORT.  
THANK YOU. THANK YOU. THANK  
YOU. AND YOU WILL PROBABLY  
NEVER HEAR ME SAY THIS AGAIN,  
BUT I'LL DO IT FOR OUR  
COLLEAGUES IN BOSTON, GO  
CELTICS, I'LL NEVER BE ABLE TO  
SAY THAT. AND IF THERE ARE NO  
OTHER QUESTIONS, THANK YOU SO  
MUCH FOR COMING. AND WE'LL SEE  
YOU AGAIN NEXT TIME.