



## CMS 2010 MEDICARE ADVANTAGE & PRESCRIPTION DRUG PLAN FALL CONFERENCE

### *Real Time Caption Transcript*

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### **Day One - Opening Remarks** **Michelle Turano**

#### **Michelle Turano**

Good morning.  
Good morning.  
Thank you.

Good morning, everyone. I feel like I need the Johnny Carson theme song. You may have noticed I am not Tim Hill. He asked me to stand in and send his apologies. He's been called away to something else this morning, he's not able to be here. However, we're going to tie him down and make sure that he's here to speak with you tomorrow. I'm sorry that he's unable to make it.

We're really excited to have everyone here today. A special hello to everybody on the webcast. I understand that we have over 2200 people -- combined here and on the web. We're thrilled with the response. We're excited to take advantage of this technology. We just really appreciate you coming down this morning. We have a very full two-day agenda.

When we started planning our outreach and conferences for this year we wanted to do something at this time of the year that focused on everything that a plan needs to know as we get ready for open marketing and enrollment season. That will be the focus of the presentations over the next two days.

Another interesting topic, we think, that will be focused over the next couple of days are the 2010 audits. Is there anybody in the room -- just if you're willing to admit it, that had an audit over the past couple of weeks. Lordy, okay. [ Laughter ] Well, that's great. Tomorrow we'll be having a presentation focusing on some of the themes and overarching findings that have come out of the audits. It's going to be an open panel with staff that have been participating in the audits, also some of the group directors that have been providing guidance and leadership direction for the new process for the audits.

We're going to be saving lots of time for questions. We want your feedback. I hope that it will be a very interactive session. I'm happy that we have so many in the room that have experienced the new audit approach. We're really looking forward to your feedback about that.

Drilling down from that approach you will hear from folks this morning talking about enrollment and appeals findings, which have been a focus of the audits. You will also hear tomorrow about a new focus of a CMS effort, that's about compliance programs. We're getting a lot -- I'm sure that you have heard us talk about this over the course of this year, but CMS is getting a lot of attention from our oversight entities when it comes to compliance programs. This is -- they have a renewed interest in compliance plans.



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We'll also be spending time talking about CMS surveillance efforts. Two other interesting presentations that are tomorrow morning, I hope that you will come back for those. One will be talking about the readiness check list that went out a couple of days ago. That is a very lengthy document, I think it's over 45 pages. But it is something that I think, we think, is a very valuable tool for you to use and review and have with you as you prepare for the next contract year and marketing and enrollment season. Sort of a "cheat sheet," if you will, of what CMS is focusing on. And one other thing that we'll be distributed some materials tomorrow, Medicare Choice Model. It's a brochure that we developed and we will provide to beneficiaries. It's a four-page document that is brand new. It's supposed to be a tool to help beneficiaries through the process. We know that making these choices is not always easy. We will be distributing that tomorrow. Hope that you find that useful. Again, I do just want to thank you for coming, thank you to the folks on the web. I hope we keep your interest. It's going to be a long day. We hope you will come back tomorrow.

Again, I'm going to tie Tim down when I get back to the office. I think now we're ready to get started. Thank you. [ Applause ]