



**CMS 2010 Tri-Regional Plan Compliance Conference
Dallas Hilton Lincoln Center – May 19-20, 2010**

A MOSAIC of More: More insight, More answers, More compliance...

**Verbatim Transcript
Welcome and Opening Remarks
Conference Moderator: Julie Kennedy, Dallas Associate Regional Administrator,
Division of Medicare Health Plans Operations**

>> WELCOME TO THE CMS 2010 TRI-REGIONAL
PLAN COMPLIANCE CONFERENCE.

MY NAME IS JULIE KENNEDY. I'M ASSOCIATE
REGIONAL ADMINISTRATOR FOR HEALTH PLAN
OPERATIONS IN THE DALLAS REGIONAL OFFICE.

IT IS JUST GREAT TO SEE SO MANY ENTHUSIASTIC
MEN AND WOMEN HERE, TO ACKNOWLEDGE AND
CELEBRATE OUR ROLES IN PROVIDING HEALTH CARE
TO AMERICANS WITH MEDICARE.

IT'S BEEN A LONG TIME SINCE PRESIDENT LYNDON
JOHNSON SIGNED THE MEDICARE LEGISLATION ON
JULY 30, 1965 WITH HARRY TRUMAN LOOKING OVER
HIS SHOULDER.

AND LOOK HOW FAR THE MEDICARE PROGRAM HAS
COME, ALL THE CHANGES WE'VE SEEN AND ALL THE
CHANGES THAT WE WILL SEE.

THE ATLANTA, KANSAS CITY, AND DALLAS CMS
REGIONAL OFFICES ARE VERY PLEASED TO HOST
THIS CONFERENCE IN DALLAS THIS YEAR.

WE WILL HAVE AN OPPORTUNITY TO HEAR FROM
EXPERTS IN CMS, BOTH IN REGIONAL OFFICES AND
IN CENTRAL OFFICE, AS WELL AS 3 COLLEAGUES OF
YOURS FROM HEALTH PLANS.

FIRST, I'D LIKE TO INTRODUCE MY COLLEAGUES,
KATHRYN COLEMAN AND GLORIA PARKER.



KATHRYN COLEMAN IS ASSOCIATE REGIONAL ADMINISTRATOR FOR HEALTH PLAN OPERATIONS IN THE KANSAS CITY REGIONAL OFFICE,

AND GLORIA PARKER, WHO IS AT THE BACK OF THE ROOM ON THIS SIDE, IS ASSOCIATE REGIONAL ADMINISTRATOR IN THE ATLANTA REGIONAL OFFICE.

I VERY MUCH APPRECIATED THE COLLEGIALLY AND THE COOPERATION OF OUR 3 GROUPS OF STAFF IN TRYING VERY HARD TO PUT ON AN EXCELLENT CONFERENCE FOR YOU TODAY AND TOMORROW.

THE THEME FOR THIS CONFERENCE IS "A MOSAIC OF MORE."

WE HOPE TO OFFER YOU, AS OUR TAGLINE SAYS, MORE INSIGHT, MORE ANSWERS, THROUGH THE SPEAKERS, THROUGH YOUR NETWORKING OPPORTUNITIES WITH ONE ANOTHER, WITH CMS STAFF.

THEREFORE, WE ARE HOPING, THROUGH OUR EXTRA EFFORTS, TO PROVIDE YOU ACCESS, INSIGHT, INFORMATION; THAT YOU WILL FIND IT EASIER;

AND YOU WILL BE MORE BETTER EQUIPPED TO BE COMPLIANT WITH ALL THE RULES AND REGULATIONS THAT COME YOUR WAY WHEN YOU SIGN A CONTRACT TO BE A HEALTH PLAN WITH THE MEDICARE PROGRAM.

I KNOW THAT MANY OF YOU HAVE TRAVELED QUITE A DISTANCE, AND WE VERY MUCH APPRECIATE THE TIME YOU'VE TAKEN FROM YOUR REGULAR DUTIES,

FROM ALL OF THE PROBLEMS AND ISSUES YOU DEAL WITH EVERYDAY AT YOUR OFFICE, TO JOIN US AT THIS CONFERENCE.

IT'S OUR RESPONSIBILITY TO MAKE THIS THE BEST CONFERENCE WE CAN POSSIBLY PROVIDE FOR YOU, AND I'M CHALLENGING YOU,

THAT YOUR RESPONSIBILITY IS TO LISTEN, THINK, ASK QUESTIONS WHEN SOMETHING DOESN'T MAKE SENSE, NETWORK WITH YOUR FELLOW PLAN EXECUTIVES,

AND MEET US AND TALK WITH US ABOUT YOUR PROBLEMS AND ISSUES. NOW TO THE MORE MUNDANE. YOU HAVE A CONFERENCE AGENDA,

AND LOOK THROUGH THAT, BE FAMILIAR WITH THE SPECIFIC SESSIONS THAT WE'RE GOING TO BE OFFERING TODAY AND TOMORROW.

I DO RESPECTFULLY REQUEST THAT YOU MAKE YOUR PLANS TO STAY WITH US FOR THE ENTIRE SESSION TODAY AND TOMORROW.

WE HAVE A GOODIE PLANNED FOR YOU AT THE VERY LAST SESSION, AND YOU JUST DO NOT WANT TO MISS IT. SO PLEASE PLAN TO BE WITH US THROUGH THE DURATION TOMORROW AFTERNOON.

AFTER TODAY'S CONFERENCE SESSION, THE HOTEL IS PROVIDING OUR GROUP AN OPPORTUNITY FOR A DECOMPRESSING AND NETWORKING SESSION.

THERE WILL BE COMPLIMENTARY HORS D'OEUVRES AND A CASH BAR, WHERE YOU CAN BUY COCKTAILS OR SOFT DRINKS, SODAS. YOU CAN HAVE WATER, WHATEVER.

PLEASE JOIN US AND MEET A FEW PEOPLE. I THINK IT WILL ADD NOT ONLY TO MY ENJOYMENT TO BE ABLE TO MEET YOU, BUT TO YOUR ENJOYMENT OF THE CONFERENCE AS WELL.

NO CONFERENCE WELCOME IS COMPLETE WITHOUT TELLING YOU WHERE THE RESTROOMS ARE. THAT MAY BE ONE OF MY MAIN DUTIES, ACTUALLY.

SO, RIGHT OUTSIDE OUR MAIN ROOM, BEHIND THE ESCALATORS, ARE MEN AND WOMEN'S RESTROOMS. AND, SINCE WE HAVE A RELATIVELY SHORT BREAK

AND THERE'S LOTS OF US, THERE'S ALSO RESTROOMS AT THE TOP OF THE ELEVATOR--OF THE ESCALATOR, EXCUSE ME, ON THE RIGHT.

FOR LUNCH, WE'RE ALLOWING AN HOUR-AND-A-HALF FOR LUNCH. WE KNOW YOU HAVE BUSINESS, PERHAPS, YOU NEED TO TAKE CARE OF AT YOUR OFFICE.

WE WANT YOU TO BE ABLE TO RELAX AND ENJOY YOURSELF. THE HOTEL WILL BE PROVIDING A--WHAT ARE WE CALLING IT?--

A LUNCH FOR PURCHASE, WHERE YOU CAN PURCHASE FROM THE HOTEL, TAKE IT TO YOUR ROOM, SIT IN

HERE. WHATEVER YOU WOULD LIKE TO DO, WHICH WOULD BE HANDY.

ALSO, THE HOTEL HAS RESTAURANTS WHERE YOU CAN TAKE ADVANTAGE OF SOMETHING TO EAT.

IF YOU CHOOSE TO GO OVER TO THE GALLERIA MALL, YOU CAN MAKE ARRANGEMENTS WITH THE VALET DESK FOR A RESERVATION TO TRANSPORT YOURSELF, AND IF THERE ARE OTHERS, OVER TO

THE GALLERIA, AND THEN MAKE ARRANGEMENTS TO COME BACK. FOR QUESTIONS: AT THE END OF EACH SPEAKER'S PRESENTATION, IF THERE IS TIME AVAILABLE, THE SPEAKER WILL ENTERTAIN AND WELCOME YOUR QUESTIONS.

SO THAT'S ONE WAY YOU CAN GET YOUR QUESTIONS ANSWERED. IF OUR SESSIONS ARE RUNNING TIGHT AND THERE'S NOT ENOUGH TIME FOR QUESTIONS AND

ANSWERS, OR IF THERE IS NOT ANY TIME AT THAT POINT FOR QUESTION AND ANSWERS, YOU DO HAVE THE SLIPS OF PAPER IN YOUR BINDER--IS THAT CORRECT? OK--TO WRITE YOUR QUESTIONS. IF YOU NEED MORE SLIPS OF PAPER, WE'LL GET THEM FOR YOU.

ANY OF THE CONFERENCE HELPERS WILL BE ABLE TO PROVIDE YOU THAT. SO WRITE YOUR QUESTION DOWN, AND THEN THERE'S A BOX AT THE BACK OF THE ROOM.

AND IT'S OUR GOAL, IF YOU ASK A QUESTION, WE'RE GOING TO DO OUR DEAD LEVEL BEST TO GET YOU AN ANSWER BEFORE YOU LEAVE HERE.

THERE PROBABLY WILL BE SOME THAT WE PERHAPS CANNOT, THAT WE HAVE RESEARCHERS AVAILABLE THAT ARE GOING TO TAKE YOUR QUESTION

SERIOUSLY, AND WE'LL DO THE VERY BEST JOB WE CAN TO GET YOUR QUESTIONS ANSWERED DURING THIS CONFERENCE.

IF THE SPEAKER CALLS FOR QUESTIONS, WE DO HAVE MICROPHONES IN EITHER AISLE, AND IN COURTESY TO YOUR FELLOW CONFEREES,

PLEASE GO TO THE MIKE SO THAT WE CAN ALL HEAR YOUR QUESTION. WE ARE ALSO, AS ANY CONFERENCE, WE ARE VERY INTERESTED IN WHAT

YOU THINK OF US AND WHAT YOU THINK OF OUR CONFERENCE, HOW WELL WE DID, HOW WELL THE TOPICS FIT ITEMS THAT YOU WANTED TO KNOW ABOUT.

SO YOU DO HAVE QUESTIONNAIRES IN YOUR BINDERS, EVALUATIONS. AFTER TODAY, PLEASE PUT YOUR EVALUATION AT THE BACK OF THE ROOM IN

THE BOX PROVIDED, AND TOMORROW YOU WILL HAVE THE SAME OPPORTUNITY.

PLEASE KNOW THAT LAST YEAR THE CONFERENCE WAS HELD IN ATLANTA, AND WE PORED OVER THOSE EVALUATIONS.

SO WHAT YOU SAY DOES MAKE A DIFFERENCE. THE TOPICS THAT YOU SUGGESTED, IF IT WAS AT ALL POSSIBLE, WE ARRANGED TO BE INCLUDED IN THIS AGENDA. SO WE DO TAKE THEM SERIOUSLY.

SO PLEASE TELL US WHAT YOU THINK.