

Transforming
Collaborating
Communicating



Medicare Advantage & Prescription Drug Plan

FALL CONFERENCE & WEBCAST

September 7, 2017 • 9:30 am - 4:30 pm EDT
CMS Grand Auditorium

AGENDA

7:00 am - 9:30 am

CHECK-IN/BADGING

9:30 am - 9:45 am

Welcome/Remarks

Kaye Rabel and Stacey Plizga, PRI Moderators

9:45 am - 10:00 am

Keynote Address

Demetrios Kouzoukas,
Principal Deputy Administrator and Director, Center for Medicare

10:00 am - 10:45 am

Parts C & D Past Performance Analysis

Michael Neuman, CM
Kerry Casey, CM

10:45 am - 11:30 am

Encounter Data

Shruti Rajan, CM
Monica Reed-Asante, CM

11:30 am - 12:30 pm

LUNCH BREAK

12:30 pm - 1:15 pm

Leadership Chat and Roundtable

1:15 pm - 2:15 pm

**The Medicare Beneficiary Ombudsman and Medicare Plans:
Working Together**

Randy Brauer, OHI
Catherine Rippey, OHI
Michael Baker, UnitedHealthcare
Linda Shoenfelt, Aetna

2:15 pm - 2:30 pm

AFTERNOON BREAK

2:30 pm - 3:15 pm

**Appeals, Grievances, and Complaints: Identification
and Processing**

Coretta Edmondson, CM
Paul Collura, CMHPO

3:15 pm - 4:25 pm

Open Q & A Session

4:25 pm - 4:30 pm

CLOSING REMARKS