



## Welcome/Remarks

*Stacey Plizga, PRI*

[Opening music]

Stacey Plizga: Good morning, everyone.

Audience: Good morning.

Stacey Plizga: Is there like five of you out there today?

Good morning everyone!

Audience: Good morning.

Stacey Plizga: All right, that's much better. I would like to welcome you to the CMS 2017 Medicare Advantage & Prescription Drug Plan Spring Conference. My name is Stacey Plizga, and I will be moderating the conference today.

This morning we are gathered here in the CMS central auditorium in Baltimore where the webcast is originating from. We have a number of CMS experts and subject matter experts – that came out wrong – and sponsors who will provide important new information for Medicare Advantage & Prescription Drug Sponsoring Organizations, CMS staff, and other CMS partners.

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Throughout the day, we will learn about existing Medicare policies, new policies, policy updates, and also technology updates. CMS experts will provide an understanding of enrollment and eligibility, as well as how to fight fraud and abuse within the Medicare Program.

We would like to recognize all of our in-house guests, which there are quite a few of you here today, and also those that are viewing via the webcast. We have a very large audience viewing today, upwards of 4,000. I think that may even be a record for us here. We're very excited to have everyone here and viewing with us today.

Before we get started, I would like to review with you a few logistical items that may help throughout the day. First, webcast materials are available at the CTEO website that is listed on the screen. If you have not downloaded those materials yet, you can do so at this time to follow along with the presenters today.

Of the materials that are on the website, Dr. Worku's bio and disclosure information are not included in the Conference Guide; however, he has nothing to disclose, and you can contact [CMSCE@CMS.hhs.gov](mailto:CMSCE@CMS.hhs.gov) with any disclosure inquiries. Also for our in-house guests, there are printed materials outside of the auditorium. Session 7 had some last-minute changes, so we are in the process of printing those; and that can be picked up after lunch.

If you are having technical difficulties for our viewing audience, we have staff members who are available to assist you. Please use the e-mail box [CTEOTechSupport@cms.hhs.gov](mailto:CTEOTechSupport@cms.hhs.gov) for your technical questions or concerns. Please remember, using an Ethernet connection instead of Wi-Fi and Google Chrome instead of Internet Explorer may increase your webcast streaming speed and prevent delays.

The Medicare Advantage & Prescription Drug Plan Spring Conference and webcast will feature polling during the sessions and also for end-of-session evaluations to allow both our in-house guests and our virtual

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guests to participate in today's conference. There are a number of ways that you can participate. You can participate and respond to the polling using your cellphone; or you can do so from any smartphone, computer, iPad, using a Web address. So you can either use Text Messaging, or you can use a Web address.

What we would like to do at this time is get everybody connected to the polling. Once we get you connected to the polling, then you are connected for the rest of the day. If you would like to participate utilizing your cellphone, please go ahead and take out our cellphone. You have to join "My Session" before you can participate.

To join via Text Messaging, you want to create a new text message. In the "To" line, please type the numbers 22333. Then in the Message Box, you are going to type "CMS2017Spring." This is not case sensitive; you can use upper or lower case. However, do not put any spaces in between the letters and numbers; that will connect you to somebody else's session.

Go ahead and hit "Send," and you should get a message back that says that you have joined the CMS 2017 Spring Session. If you get a message that said you've joined a different session, you can go outside and talk to one of our staff to help you get connected to the right session. The session will remain open throughout the conference; so if you are connected now, you are good for the rest of the day.

Also, when a question is presented, using your cellphone you will simply enter the letter or number that corresponds with your answer and then hit "Send."

We also have end-of-session evaluation questions, and these are slightly different. When prompted by the moderator, you're going to enter "A." So when it says, "I would like to evaluate Session 1," go ahead and type "A" and then click "Send." You are then going to receive a text that says, "Hello, please evaluate this session," and it has a link. If you click on that

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link, it will take you to the evaluation. You will then choose "Start Survey," and then you will be presented with four questions, one at a time, however. So you will enter your response to the first one; and then you will select "Next," and it will take you to the next one. At the final question, go ahead and select "Finish," and your responses will be submitted.

The next way that you can join is via a Web browser. So if you would like to join utilizing your smartphone, your iPad, your computer, go ahead and open up a new page. Again, you have to join "My Session" first; and you will type in: [www.pollev.com/cms2017Spring](http://www.pollev.com/cms2017Spring). I'll give you a minute to do that.

[Pause for responses]

Stacey Plizga: Once you do that, you are going to see a screen similar to the one that is pictured here that says that the poll is not active; and once we do activate a poll, you will see the question.

Responding to end-of-session evaluation questions using the Web browser is very similar to what we just went through. When you are prompted by the moderator, go ahead and choose "Yes" to the statement, "I would like to evaluate this session." You will be presented with a link in green; that – very important – that little green box only appears for a very short amount of time. So when you see that link in the green box, click on it very quickly. Once you do that, it is going to take you to the survey. You will then choose "Start Survey," and then you will be presented with the questions. You will simply click on your response and then hit "Next" to go to the next question; and at the very end if you click "Finish," your responses will be submitted.

We are going to go ahead and give this a try together. Ooh, people are answering already. The question is, "Which emoji best represents your morning?" So how are you feeling today? Are you angry? Are you happy, sad, or a bit befuddled and surprised?

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Ah, great responses...it looks like the majority of us are having a good morning. I'm not sure if the coffee was good, or if it's the sunshine; but I'm glad to see that.

We look forward to everyone's participation in the event today. For our webcast participants, if you have a presentation-related question, please go to the SurveyMonkey link that was sent to you in the e-mail you received; and you will click on that link, and you can enter your question for the speaker of your choice today. If we do not have an opportunity to get to your question today, we will respond to it and post it on the CTEO website.

For our in-house participants, we ask that you address your question by getting up and moving to one of the microphones that is in the center aisle; and you can ask your question into the microphone. We do ask that you give your name and where you are from, and we request that you do it at the microphone so that our viewing audience and all of our in-house guests can hear your question.

If you have a technical question today about polling at any point during the event today, you can send an e-mail at [tklagholz@provider-resources.com](mailto:tklagholz@provider-resources.com); and we will be happy to assist you in answering your question. If you have a technical question regarding the conference or the webcast, please send an e-mail to [CTEOTechSupport@cms.hhs.gov](mailto:CTEOTechSupport@cms.hhs.gov).

We are glad to have all of you with us today, and our agenda is packed with subject matter experts who are excited to share their knowledge and expertise with you. So let's go ahead and get started. Kicking things off for us this morning, we have the principal Deputy Administrator and Director of the Center of Medicare. Please welcome Demetrios Kouzoukas.

[Applause]