



AGENDA

7:30 am - 9:30 am	CHECK-IN/BADGING		
9:30 am - 9:45 am	Welcome/Remarks Kaye Rabel & Stacey Plizga, Provider Resources, Inc. Moderators		
9:45 am - 11:15 am	Medicare Communications and Marketing Guidelines & Provider Directory Updates Jeremy Willard, CMS Christine Reinhard, CMS		
11:15 am - 11:45 am	OACT Intro Paul Spitalnic, CMS		
11:45 am - 12:45 pm	LUNCH BREAK		
12:45 pm - 1:30 pm	Best Practices for Classifying Grievances, Appeals and Coverage Decisions Staci Paige, CMS Destiny Gordon, BC/BS of Tennessee Crescent Moore, BC/BS of Tennessee		
1:30 pm - 2:00 pm	Meet the Center for Medicare Directors Kathryn Coleman, CMS Amy Larrick, CMS Jerry Mulcahy, CMS John Scott, CMS Jennifer Harlow, CMS		
2:00 pm - 2:15 pm	AFTERNOON BREAK		
2:15 pm - 2:30 pm	Keynote Address TBD		
2:30 pm - 3:15 pm	Medicare Advantage and the Quality Payment Program <table><tr><td>QPP Perspective Ben Chin, CMS Adam Conway, CMS</td><td>MAQI Demonstration Jason Petroski, CMS Brede Eschliman, CMS</td></tr></table>	QPP Perspective Ben Chin, CMS Adam Conway, CMS	MAQI Demonstration Jason Petroski, CMS Brede Eschliman, CMS
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3:15 pm - 4:00 pm	Tackling the Opioid Crisis in Medicare Advantage & Part D Jaclyn Jacobson, Martin's Point Erin McKenna, Aetna Annie Schuster, Cigna-Healthspring Howard Shaps, WellCare		
4:00 pm - 4:25 pm	Open Q & A Session		
4:25 pm - 4:30 pm	CLOSING REMARKS		