

The CMS Medicare-Medicaid Coordination Office (MMCO) is pleased to announce the following training opportunity:

Webinar 1: Successfully Engaging Members in Plan Governance

Date/Time: Wednesday, January 30, 12:30-2:00 EST

Registration Link:

https://www.resourcesforintegratedcare.com/MemberEngagement/2019_ME_Webinar_Series/Successfully_Engaging_Members_In_Plan_Governance

Health plans derive significant value from engaging members in defining, designing, participating in, and assessing their care systems.¹ By soliciting and responding to member voices, plans can ensure that policies and procedures are responsive to the needs, preferences, and values of members and their families and caregivers. One of the ways health plans engage members dually eligible for Medicare and Medicaid is by including members in plan governance, such as establishing member advisory committees and placing members on governing boards. Engaging members in these ways can help plans achieve high-quality, comprehensive, and coordinated care.

This webinar will feature new research on the member advisory bodies operating within Medicare-Medicaid Plans (MMPs) across the country. MMPs' experiences implementing member engagement requirements are informative for all health plans serving dually eligible members. Speakers from MMPs will share information about the composition, function, and impact of member engagement in their plans' governance as well as lessons for building a culture of engagement within plans or other systems serving people with complex health and social needs.

By the end of this webinar, participants should be able to:

1. Demonstrate knowledge of the member engagement requirements for Medicare-Medicaid Plans (MMPs) serving dually eligible beneficiaries and how MMPs are meeting those requirements;
2. Recognize strategies health plans use for recruiting a diverse group of members for roles in plan governance;
3. Identify issues on which members engaged in health plan governance have had the greatest impact; and
4. Recognize strategies for building a culture of engagement within health plans and other systems serving populations with complex health and social needs.

Featured Speakers:

- Leena Sharma, Project Manager/Senior Policy Analyst, Center for Consumer Engagement in Health Innovation, Community Catalyst
- Marc Cohen, Ph.D., Research Director, Center for Consumer Engagement in Health Innovation, Community Catalyst
- Angela Addo, Manager, Community Development, Aetna Better Health of Michigan
- Kathryn Hanfland, Community Development Coordinator for Southwest Michigan, Aetna Better Health of Michigan

¹ Centers for Medicare & Medicaid Services. (n.d.). *Person & Family Engagement Strategy: Sharing with Our Partners*. Retrieved from <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/Person-and-Family-Engagement-Strategy-Summary.pdf>

- Kris Rossi, Ph.D., Director, Consumer Experience, CareSource

Intended Audience:

This webinar is intended for staff of Medicare-Medicaid plans (MMPs), Dual Eligible Special Needs Plans (D-SNPs), and PACE organizations who are interested in engaging members in plan governance through consumer advisory committees or other strategies.

CE credit information:**Accreditation**

- The Centers for Medicare & Medicaid Services (CMS) is accredited by the International Association for Continuing Education and Training (IACET) to offer continuing education (CE) credit.

Continuing Education Credit

- **The Centers for Medicare & Medicaid Services (CMS)** – CMS is evaluating this activity for CE credit. The number of credits awarded will be calculated following the activity based on the actual learning time. Final CE information on the amount of credit will be available to participants within the Learning Management System (LMS) after the live activity.

Individuals are strongly encouraged to check with their specific regulatory boards or other agencies to confirm that courses taken from these accrediting bodies will be accepted by that entity.

PLEASE NOTE:

- Webinar participants seeking CE credit should only claim credit commensurate with the extent of their participation in the activity.
- A score of at least 80% on the post-test must be achieved in order to obtain CEUs.
- Estimated time to participate in the webinar: 1.5 hours including introductory information and interactive Q&A.
- Participants will be led through the following requirements after signing into and participating in the webinar:
 - Read the learning objectives and faculty disclosures
 - Participate in the webinar
 - Complete the post-test and program evaluation form

Registration Information:

After clicking the registration link hosted on <https://www.resourcesforintegratedcare.com> and completing the registration form, you will receive an email from do_not_reply@on24event.com containing event log-on information. The email also contains an attachment that, when opened, will save the event log-on information to an Outlook calendar.

On the day of the live event, please use the web link to join the webinar. You can access the platform using a computer, smart phone, or tablet. The audio portion of the presentation will automatically stream through your computer/device speakers. Please make sure that the volume on your speakers is

turned up. Phone dial-in information will also be available during the live event if you are unable to listen to the audio through the computer/device speakers.

For individuals that will be **away** from a computer, smart phone, or tablet on the day of the live webinar event, please email us at RIC@lewin.com to request dial-in information.

Resources for Integrated Care (RIC) develops and disseminates technical assistance and actionable tools for providers of beneficiaries dually eligible for Medicare and Medicaid based on successful innovations and care models. The RIC website features additional resources and tools for providers and health plans, available at <https://www.resourcesforintegratedcare.com>. RIC is supported by the CMS Medicare-Medicaid Coordination Office.

Please contact RIC@lewin.com or Gretchen.nye1@cms.hhs.gov with any questions.