



2009 CMS NEW YORK REGIONAL OFFICE CONFERENCE

"The A B C & Ds of Medicare – Let's Help Each Other Understand"

AGENDA

Moderator: Norma Harris*

June 8, 2009

8:30 AM – 9:00 AM

Registration/Exhibits

Day 1 Plenary Sessions

9:00 AM – 9:30 AM

**Welcome and Opening Remarks – Conference Goals & Introduction of NYRO Branch Managers
Reginald Slaten – Associate Regional Administrator, NY**

9:30 AM - 9:45 AM

**CMS Vision for Compliance
James Kerr - Center for Medicare Health Plans Operations,
Consortium Administrator**

9:45 AM – 10:15 AM

**Medicare Improvements for Patients and Providers Act - MIPPA -
Medicare Marketing Guidelines
Dayle Berke* – NYRO**

10:15 AM – 10:30 AM

Break/Exhibits

10:30 AM – 12:00 PM

**Surveillance/Monitoring
Michael Kavouras – Division of Medicare Advantage Operations, CMS
National Part C Compliance Lead
Gloria Parker - Associate Regional Administrator, Atlanta
Harold Goodwin* – NYRO**

12:00 PM – 1:00 PM

LUNCH ON YOUR OWN

1:00 PM – 2:15 PM

**Fee For Service Fraud Coming Managed Care's Way
Jean Stone – NY Field Office Director, Program Integrity Group**

2:15 PM – 2:30 PM

Break/Exhibits

Subject to Change

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A Friendly Reminder from the:
"CMS NYRO Go Green – Dream Team"
Go Green! Please consider the environment...



Day 1 Break Out Sessions

2:30 PM – 3:30 PM

- **Understanding Medicare Part A – D: Room I**
Facilitator: Rosemary Ucaner* - NYRO
Presenter: Debra Smith* - NYRO
- **Appeals & Grievances: Room K**
Facilitator: Joaquin Clinton-Clemens* - NYRO
Presenter: Charlene Clarke* - NYRO
Presenter: Fran Gordon - Director of Appeal Activities, Quality Improvement Organization (IPRO)
- **Ensuring Marketing Compliance: Room A/B**
Facilitator: Ericka Williams* - NYRO
Presenter: Veronica Edwards* - NYRO
Presenter: Tawanna Merritt* - NYRO
- **Enrollment/Disenrollment: Room J**
Facilitator: Rachel Walker - NYRO Director, Managed Care Branch
Presenter: Randy Brauer - CO Director, Division of Prospective Payment

3:30PM – 4:30 PM

- (Room assignments - same as above)**
- **Understanding Medicare Part A – D:**
Facilitator: Rosemary Ucaner* - NYRO
Presenter: Debra Smith* - NYRO
 - **Appeals & Grievances:**
Facilitator: Joaquin Clinton-Clemens* - NYRO
Presenter: Charlene Clarke* - NYRO
Presenter: Fran Gordon - Director of Appeal Activities, Quality Improvement Organization (IPRO)
 - **Ensuring Marketing Compliance:**
Facilitator: Ericka Williams* - NYRO
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June 9, 2009

Day 2 Plenary Sessions

- 8:30 AM – 9:00 AM** **Role of the Medicare Beneficiary Ombudsman**
Daniel Schreiner - Washington, D.C.,
Medicare Beneficiary Ombudsman
- 9:00 AM – 9:45 AM** **Partnership with the State Health Insurance Assistance Program**
(SHIP) – New York State, New York City & New Jersey
Amy Bernstein – Director, NYC HIICAP
Linda Petrosino – Director, NYS HIICAP
Deborah Breslin – Director, NJ SHIP
- 9:45 AM – 10:15 AM** **National Perspective on Casework**
Paul Collura – CMHPO, Technical Advisor
- 10:15 AM – 10:30 AM** **Break/Exhibits**
- 10:30 AM – 11:30 AM** **Compliance, Audit & Enforcement**
Michelle Turano - Central Office Deputy Director,
Program Compliance & Oversight
Kelli Singleton* – NYRO
Mitchell Croll - NYRO Director, Health Plans Branch
- 11:30 AM – 12:15 PM** **An Approach Against Herpes Zoster Disease in Clinical Practice**
Dr. Martin S. Finkelstein - Clinical Associate Professor of Medicine at
New York University Medical Center
- 12:15 PM – 1:15 PM** **LUNCH ON YOUR OWN**
- 1:15 PM – 2:00 PM** **State Insurance Department Oversight of Agents**
Janet Davignon - Associate Insurance Examiner, NYS Insurance
Department
Shelia Young-Golden - Investigator, NJ Department of Banking and
Insurance
Dayle Berke* – NYRO

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Day 2 Break Out Sessions

2:15 PM - 3:15 PM

- **HPMS System: Room J**
Facilitator: Mitchell Croll - NYRO Director, Health Plans Branch
Presenter: Timothy Hoogerwerf (**Via Webinar**) - CO
- **Medicare Part D - Pharmacy Updates: Room B**
Facilitator: Frank Winter*- NYRO
Presenter: John Cocchiara - CMHPO Lead Regional Pharmacist
- **Better Customer Service to Minimize Casework & Working with the SHIP as a Partner: Room A**
Facilitator: Linda Sheo* - NYRO
Presenter: Paul Collura - CMHPO, Technical Advisor
Presenter: Debra Smith* - NYRO
- **SSA, EPIC & PAAD – How They Work With Part D: Room K**
Facilitator: Dayle Berke* - NYRO
Presenter: Everett Lo - SSA
Presenter: Michael Brennan - EPIC
Presenter: Deborah Breslin - NJ SHIP for PAAD

3:15 PM - 4:15 PM

(Room assignments - same as above)

- **HPMS System:**
Facilitator: Mitchell Croll - NYRO Director, Health Plans Branch
Presenter: Timothy Hoogerwerf (**Via Webinar**) - CO
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- **Better Customer Service to Minimize Casework & Working with the SHIP as Partners:**
Facilitator: Linda Sheo* - NYRO
Presenter: Paul Collura - CMHPO, Technical Advisor
Presenter: Debra Smith* - NYRO
- **SSA, EPIC & PAAD – How They Work With Part D:**
Facilitator: Dayle Berke* - NYRO
Presenter: Everett Lo - SSA
Presenter: Michael Brennan - EPIC
Presenter: Deborah Breslin - NJ SHIP for PAAD

4:15 PM – 5:00 PM

Q & As / Closing Remarks

Nancy Ng - Director, Customer Relations Branch

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1 - 8 BREAK OUT SESSIONS:

- 1. Understanding Medicare Part A – D**
Facilitator: Rosemary Ucaner
Presenter: Debra Smith
- 2. HPMS System (via Webinar)**
Facilitator: Mitchell Croll
Presenter: Timothy Hoogerwerf
- 3. Ensuring Marketing Compliance**
Facilitator: Ericka Williams
Presenter: Veronica Edwards
Presenter: Tawanna Merritt
- 4. Appeals & Grievances**
Facilitator: Joaquin Clinton-Clemens
Presenter: Charlene Clarke
Presenter: Fran Gordon
- 5. Enrollment/Disenrollment – What You Need to Know About Reconciliation**
Facilitator: Rachel Walker
Presenter: Randy Brauer
- 6. Medicare Part D - Pharmacy Updates:**
Facilitator: Frank Winter
Presenter: John Cocchiara
- 7. Better Customer Service to Minimize Casework & Working with the SHIP as Partners**
Facilitator: Linda Sheo
Presenter: Paul Collura
Presenter: Debra Smith
- 8. SSA, EPIC & PAAD – How They Work With Part D**
Facilitator: Dayle Berke
Presenter: Everett Lo
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