

*KELLI M. SINGLETON, MPA*

Kelli M. Singleton is an Account Manager and Regional Employer Policy Coordinator with the Centers for Medicare & Medicaid Services (CMS), Division of Health Plan Operations in the New York Regional Office. In this capacity, she works closely with leaders of major Medicare Advantage and Prescription Drug (Part D) Plans' to ensure compliance with federal regulations. Her role is to assist the compliance managers of these companies as well as benefit administrators in resolving benefit related issues and policy interpretation. In addition, she monitors the customer complaint processes of assigned Medicare plans to ensure that they are resolved in a timely and accurate manner. She also reviews plan marketing material to ensure accuracy and member comprehension. Her position allows her the unique opportunity to serve as a liaison between external clients, CMS policy experts and senior managers. She has been employed with CMS for over 9 years and is very knowledgeable about the Medicare program. She enjoys helping people and sharing her knowledge about health insurance.

Ms. Singleton received a Bachelor of Business Administration Degree from York College, CUNY and a Master of Public Administration degree from the Robert F. Wagner School of Public Service, New York University.