



**2009 CMS NEW YORK REGIONAL OFFICE CONFERENCE  
In Puerto Rico**

**“The A B C & Ds of Medicare – Let’s Help Each Other Understand”**

AGENDA

Moderator:

*June 24, 2009*

<b>8:30 AM – 9:00 AM</b>	<b>Registration/Exhibits</b>
<b>9:00 AM – 9:30 AM</b>	<b>Welcome and Opening Remarks – Conference Goals &amp; CMS Vision for Compliance Reginald Slaten – Associate Regional Administrator, NY</b>
<b>9:30 AM – 10:15AM</b>	<b>Compliance, Audit &amp; Enforcement Michael Kavouras - Chicago, National Part C Compliance Lead TBD – Local Experience NYRO Health Insurance Specialist</b>
<b>10:15AM – 10:30AM</b>	<b>Break/Exhibit</b>
<b>10:30PM – 11:00AM</b>	<b>Medicare Improvements for Patients and Providers Act - MIPPA - Medicare Marketing Guidelines Dayle Berke - NYRO Health Insurance Specialist</b>
<b>11:00AM – 12:00 PM</b>	<b>Surveillance/Monitoring Michael Kavouras - Chicago CMS National Part C Compliance Lead Gloria Parker - Associate Regional Administrator, Atlanta</b>
<b>12:00pm – 1:00pm</b>	<b>LUNCH ON YOUR OWN</b>
<b>1:00PM – 1:20PM</b>	<b>Ensuring Marketing Compliance- Veronica Edwards, NYRO Health Insurance Specialist</b>
<b>1:20PM – 2:20PM</b>	<b>Enrollment/Disenrollment – What You Need to Know About Reconciliation Randy Brauer – Central Office</b>

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

<b>2:20pm – 2:40PM</b>	<b>Partnership with the State Health Insurance Program SHIP Director, Puerto Rico SHIP Maria Martinez, PRFO Health Insurance Specialist</b>
<b>2:40PM – 2:55PM</b>	<b>Break/Exhibits</b>
<b>2:55PM – 3:15PM</b>	<b>Commonwealth Insurance Department Oversight of Managed Care Plans and Agents Dayle Berke, NYRO Health Insurance Specialist</b>
<b>3:15PM – 3:30PM</b>	<b>National and Local Perspective on Casework Nancy Ng, Director Customer Relations</b>
<b>3:30PM – 3:45PM</b>	<b>Grievance and Appeals Joaquin Clinton-Clemens, NYRO Health Insurance Specialist PR – QIO</b>
<b>3:45PM – 4:00PM</b>	<b>Credentialing – Primary Source Verification Nurse Consultant – Elias Enriquez</b>
<b>4:00PM – 4:15PM</b>	<b>Pharmacy Update Consortium Pharmacist – John Cocchiara</b>
<b>4:15 PM – 5:00 PM</b>	<b>Q &amp; As / Closing Remarks Iris Bermudez, Acting Director, Puerto Rico Field Office</b>