

Transforming

Collaborating

Communicating



# Medicare Advantage & Prescription Drug Plan

## FALL CONFERENCE & WEBCAST

September 7, 2017 • 9:30 am - 4:30 pm EDT  
CMS Grand Auditorium

# AGENDA

7:00 am - 9:30 am

**CHECK-IN/BADGING**

9:30 am - 9:45 am

**Welcome/Remarks**

Kaye Rabel and Stacey Plizga, PRI Moderators

9:45 am - 10:00 am

**Keynote Address**

Demetrios Kouzoukas,  
Principal Deputy Administrator and Director, Center for Medicare

10:00 am - 10:45 am

**Parts C & D Past Performance Analysis**

Michael Neuman, CM  
Kerry Casey, CM

10:45 am - 11:30 am

**Encounter Data**

Shruti Rajan, CM  
Monica Reed-Asante, CM

11:30 am - 12:30 pm

**LUNCH BREAK**

12:30 pm - 1:15 pm

**Leadership Chat and Roundtable**

1:15 pm - 2:15 pm

**The Medicare Beneficiary Ombudsman and Medicare Plans:  
Working Together**

Randy Brauer, OHI  
Catherine Rippey, OHI

2:15 pm - 2:30 pm

**AFTERNOON BREAK**

2:30 pm - 3:15 pm

**Appeals, Grievances, and Complaints: Identification and  
Processing**

Coretta Edmondson, CM  
Paul Collura, CMHPO

3:15 pm - 4:25 pm

**Open Q & A Session**

4:25 pm - 4:30 pm

**CLOSING REMARKS**