



The Massachusetts Senior Medicare Patrol Program Statewide Conference

ENGAGED CONSUMERS = COST CONTAINMENT

8:30 am - 4:00 pm | Marriott Peabody | 8A Centennial Drive, Peabody, MA 01960

4:00 - 8:00 pm - MA SMP 20th Anniversary Celebration

Agenda and Workshop Descriptions

8:00 – 9:00 AM	
Registration, Continental Breakfast and Networking	
OPENING REMARKS: 9:00 – 9:30 AM	
Lucilia Prates, Director, MA SMP Program Joan Hatem-Roy, Chief Executive Officer, Elder Services of Merrimack Valley and North Shore	
KEYNOTE ADDRESS: 9:30 – 10:30 AM	
James Roosevelt, Jr., Keynote Speaker Mary H., Consumer Testimony Claire O., Consumer Testimony	
BREAK - 15 MINUTES	
SESSION A WORKSHOPS: 10:45 – 11:45 AM	
A:1	<p>Healthcare Errors, Fraud and Abuse have Financial and Health-Related Consequences Healthcare errors, fraud and abuse not only cost American taxpayers billions of dollars but they can result in devastating health outcomes.</p> <p>Judy Farah, SMP Team Member Patricia McMillen, SMP Team Member</p>

<p>A:2</p>	<p>Lesbian, Gay, Bi-Sexual and Transgender (LGBT) Aging This session will identify unique life experiences, care concerns and aging challenges facing LGBT older adults and caregivers.</p> <p>Ronald Bourque, LGBT Advocate Irene Cramer, PhD, LICSW, SMP Team Member Dennis Hohengasser, SMP Team Member</p>
<p>A:3</p>	<p>Sneak Preview of What Medicare’s 2020 Open Enrollment will Offer!</p> <ul style="list-style-type: none"> • Additional Medicare Advantage Supplemental Benefits • New Tools to Compare Options • Medigap Changes <p>Maureen Kerrigan, SMP Program Liaison, Consortium for Medicare Health Plans, Centers for Medicare & Medicaid Services Cindy Phillips, Statewide Director, Serving Health Information Needs of Everyone (SHINE), Massachusetts Executive Office of Elder Affairs</p>
<p>A:4</p>	<p>Serving Diverse Communities and Complex Populations This workshop will focus on ensuring that health equity is available to all.</p> <p>Burt Pusch, Consulting Director, Member Voices Program, Commonwealth Care Alliance Dennis Heaphy, Health Policy Analyst, Disability Policy Consortium</p>
<p>BREAK - 15 MINUTES</p>	
<p>SESSION B WORKSHOPS: 12:00 – 1:00 PM</p>	
<p>B:1</p>	<p>The Billion Dollar Question: What do Compromised Medicare Numbers Cost us? This workshop will review how compromised Medicare numbers can impact future eligibility, medical identity, healthcare costs and much more.</p> <p>Scott Simundza, SMP Team Member Kristen Westaway, SMP Program Associate</p>
<p>B:2</p>	<p>Prescription Cost Challenges: Resource and Strategies to Assist Consumers</p> <p>Kathy Devine, Director of Prescription Advantage, Operations and Outreach Victoria Howard, Case Manager, Pharmacy Outreach Program, MCPHS University</p>

B:3	<p>Affordable Care Organizations (ACO): How ACOs are Changing the Landscape of the Healthcare Delivery System</p> <p>Sherri Bisci, ACO Coordinator, Boston Regional Office, Medicare Operations Manager, Centers for Medicare and Medicaid Services Mohammad Dar, M.D., Medical Director, MassHealth Payment and Care Delivery Innovation, Internal Medicine, Boston VA Dennis Heaphy, Consumer Representative Roseann Martoccia, MPA., Executive Director, WestMass ElderCare, Care Alliance of Western MA, LTSS Community Partner Barbra Rabson, President and Chief Executive Officer, Massachusetts Health Quality Partners Christine Tardiff, RN, MSN, Chief Operating Officer/Vice President Clinical Services, Elder Services of the Merrimack Valley and North Shore</p>
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LUNCH AND ROUND TABLE DISCUSSIONS - BALLROOM
1:00 – 2:30 PM

- What are Creative Ways to Engage and Educate Consumers on Preventing Health Care Errors, Fraud and Abuse?
- Pharmaceuticals: How can we Reduce Cost and Improve the Supply Chain?
- What Should Long Term Care Look Like?
- What Does Consumer Engagement in Healthcare Mean?
- Telehealth: What are the Pros and Cons?

BREAK - 15 MINUTES

SESSION C WORKSHOPS: 2:45 – 3:45 PM

C:1	<p>Reaching a Resolution: What Happens when SMP Receives a Complaint?</p> <p>Lucilia Prates, Director, MA SMP Program Betsy Jancaitis, Medicare Administrative Contractor (MAC) Liaison, North East Unified Program Integrity Contractor, SafeGuard Services, LLC Dean Bates, Investigations Supervisor, Medicaid Fraud Division, Massachusetts Office of the Attorney General</p>
C:2	<p>OPIOD Controls to Protect Consumers: Preventing harm and drug diversion</p> <p>Kelley Valente, PharmD, BCAPC, Regional Pharmacist, Centers for Medicare and Medicaid Services, Boston Regional Office</p>
C:3	<p>Bridging Differences: Ensuring health equity for limited English proficient (LEP) and other vulnerable populations</p> <p>Edlira Roshi, BS, Program Coordinator, Healthy Living Center of Excellence, Elder Services of the Merrimack Valley and North Shore</p>

C:4 **Stigmas of Blindness in Healthcare: Unraveling the Biases in the Medical Model of Disability**
This workshop will review the framework for understanding disability in the healthcare context and examine biases introduced into our healthcare system.

Sassy Outwater, Executive Director, Massachusetts Association for the Blind and Visually Impaired

3:45 – 4:00 pm

Closing Remarks and Drawing of Raffle Prizes

4:00 – 8:00 PM
CELEBRATION

*Come celebrate the MA SMP Program's 20th Anniversary
and
welcome and greet our North Shore colleagues.*

Join us for cake, beverages (cash bar) and conversation in the outside patio.