



*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**

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| <b>8:00 – 9:00 AM</b>   |   |
| Registration, Continental Breakfast and Networking  |   |
| <b>OPENING REMARKS: 9:00 – 9:30 AM</b>  |   |
| Lucilia Prates, Director, MA SMP Program<br>Joan Hatem-Roy, Chief Executive Officer, Elder Services of Merrimack Valley and North Shore |   |
| <b>KEYNOTE ADDRESS: 9:30 – 10:30 AM</b>   |   |
| James Roosevelt, Jr., Keynote Speaker   |   |
| Mary H., Consumer Testimony<br>Claire O., Consumer Testimony  |   |
| <b>BREAK - 15 MINUTES</b>   |   |
| <b>SESSION A WORKSHOPS: 10:45 – 11:45 AM</b>  |   |
| <b>A:1</b>  | <p><b>Healthcare Errors, Fraud and Abuse have Financial and Health-Related Consequences</b><br/>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<br/>Patricia McMillen, SMP Team Member</p>         |
| <b>A:2</b>  | <p><b>Lesbian, Gay, Bi-Sexual and Transgender (LGBT) Aging</b><br/>This session will identify unique life experiences, care concerns and aging challenges facing LGBT older adults and caregivers.</p> <p>Ronald Bourque, LGBT Advocate<br/>Irene Cramer, PhD, LICSW, SMP Team Member<br/>Dennis Hohengasser, SMP Team Member</p> |

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| <p><b>A:3</b></p>                                  | <p><b>Sneak Preview of What Medicare’s 2020 Open Enrollment will Offer!</b></p> <ul style="list-style-type: none"> <li>• Additional Medicare Advantage Supplemental Benefits</li> <li>• New Tools to Compare Options</li> <li>• Medigap Changes</li> </ul> <p>Maureen Kerrigan, SMP Program Liaison, Consortium for Medicare Health Plans, Centers for Medicare &amp; Medicaid Services<br/> Cindy Phillips, Statewide Director, Serving Health Information Needs of Everyone (SHINE), Massachusetts Executive Office of Elder Affairs</p>   |
| <p><b>A:4</b></p>                                  | <p><b>Serving Diverse Communities and Complex Populations</b><br/> 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<br/> Dennis Heaphy, Health Policy Analyst, Disability Policy Consortium</p>  |
| <p><b>BREAK - 15 MINUTES</b></p>                   |  |
| <p><b>SESSION B WORKSHOPS: 12:00 – 1:00 PM</b></p> |  |
| <p><b>B:1</b></p>                                  | <p><b>The Billion Dollar Question: What do Compromised Medicare Numbers Cost us?</b><br/> 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<br/> Kristen Westaway, SMP Program Associate</p>  |
| <p><b>B:2</b></p>                                  | <p><b>Prescription Cost Challenges: Resource and Strategies to Assist Consumers</b></p> <p>Kathy Devine, Director of Prescription Advantage, Operations and Outreach<br/> Victoria Howard, Case Manager, Pharmacy Outreach Program, MCPHS University</p>   |
| <p><b>B:3</b></p>                                  | <p><b>Affordable Care Organizations (ACO): How ACOs are Changing the Landscape of the Healthcare Delivery System</b></p> <p>Sherri Bisci, ACO Coordinator, Boston Regional Office, Medicare Operations Manager, Centers for Medicare and Medicaid Services<br/> Mohammad Dar, M.D., Medical Director, MassHealth Payment and Care Delivery Innovation, Internal Medicine, Boston VA<br/> Dennis Heaphy, Consumer Representative<br/> Roseann Martoccia, MPA., Executive Director, WestMass ElderCare, Care Alliance of Western MA, LTSS Community Partner<br/> Barbra Rabson, President and Chief Executive Officer, Massachusetts Health Quality Partners<br/> Christine Tardiff, RN, MSN, Chief Operating Officer/Vice President Clinical Services, Elder Services of the Merrimack Valley and North Shore</p> |

**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?
- ACO: Dialogue and Q&A

**BREAK - 15 MINUTES**

**SESSION C WORKSHOPS: 2:45 – 3:45 PM**

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| <b>C:1</b> | <p><b>Reaching a Resolution: What Happens when SMP Receives a Complaint?</b></p> <p><b>Kristen Westaway</b>, SMP Program Associate<br/> <b>Betsy Jancaitis</b>, Medicare Administrative Contractor (MAC) Liaison, North East Unified Program Integrity Contractor, SafeGuard Services, LLC<br/> <b>Erica Schlain</b>, Senior Healthcare Fraud Investigator, Medicaid Fraud Division, Attorney General Office</p> |
| <b>C:2</b> | <p><b>Opioid Controls to Protect Consumers: Preventing harm and drug diversion</b></p> <p><b>Kelley Valente</b>, PharmD, BCAPC, Regional Pharmacist, Centers for Medicare and Medicaid Services, Boston Regional Office<br/> <b>Erin Connolly</b>, Pharmacology Intern, Centers for Medicare and Medicaid Services, Boston Regional Office</p>   |
| <b>C:3</b> | <p><b>Bridging Differences: Ensuring health equity for limited English proficient (LEP) and other vulnerable populations</b></p> <p><b>Edlira Roshi, BS</b>, Program Coordinator, Healthy Living Center of Excellence, Elder Services of the Merrimack Valley and North Shore</p>  |
| <b>C:4</b> | <p><b>Stigmas of Blindness in Healthcare: Unraveling the Biases in the Medical Model of Disability</b><br/> This workshop will review the framework for understanding disability in the healthcare context and examine biases introduced into our healthcare system.</p> <p><b>Sassy Outwater</b>, Executive Director, Massachusetts Association for the Blind and Visually Impaired</p>                         |

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.*