**Medicare**

**National Medicare Education Program (NMEP) Webinar**

**Wednesday, September 27, 2017**

**1:00 p.m. to 2:30 p.m. EST**

**Participant Dial in Number: 1-800-837-1935, Conference ID:** 66875792

**Webinar Link:** [**https://webinar.cms.hhs.gov/nmep09272017/**](https://webinar.cms.hhs.gov/nmep09272017/)

**Please join the Audio and Webinar Call**

**Welcome and Opening Remarks**

***Susie Butler****, Director, Partner Relations Group, Office of Communications, CMS*

**Introduction of Ombudsman**

***Catherine Rippey****,**Medicare Beneficiary Ombudsman, Office of Hearings and Inquires, CMS*

*Discussion of the MBO’s role, general focus areas and coordination of various external and internal partner that monitor the Medicare beneficiary’s experience with the program.*

**Opioid Toolkit**

***Lisa Carr****,**Health Insurance Specialist,**Office of Communications, CMS*

*The HHS Partnership Center has created a toolkit for community organizations to help equip leaders in addressing the opioid epidemic. Learn more about the toolkit and what you can do to help those impacted by opioids. Opportunities to engage with social media and with community coalitions will also be shared.*

**Hospice Compare Tool**

***Charles Padgett***, *RN, Nurse Consultant, Division of Chronic and Post-Acute Care,* *Center of Clinical Standards and Quality, CMS*

*Discussion of the new CMS Hospice Compare website, which was launched on August 16, 2017, including the information that is contained within the website that consumers may find helpful when choosing a Hospice.*

**New Medicare Card/Medicare Open Enrollment/Medicare and You Handbook**

***Erin Pressley,*** *Director, Creative Services Group,**Office of Communications, CMS*

*This presentation about the new Medicare card will provide information about the new card design, card research, outreach plans and fraud awareness.*

**Medicare Beneficiary Appeals**

***Jason Green****, Chief Advisor and Deputy Ethics Counselor, Office of Medicare Hearings and Appeals, HHS*

*A general overview of the benefit claims appeal processes under Parts A, B, C, and D with special attention on Medicare beneficiaries as appealing parties.*

**Closing & Adjourn**

***Susie Butler****, Director, Partner Relations Group, Office of Communications, CMS*

Please email [PARTNERSHIP@cms.hhs.gov](mailto:PARTNERSHIP@cms.hhs.gov) if you have any questions.