



### **Welcome/Remarks**

*Stacey Plizga, PRI*

*Kaye Rabel, PRI*

Stacey Plizga: Good morning everyone. Thank you to the sole person up front paying attention. So, let's do that one more time. Good morning everyone.

Good morning.

Much better. Thank you so much. Well, we would like to welcome you to the CMS 2018 Medicare Advantage and Prescription Drug Plan Spring Conference and Webcast. My name is Stacey Plizga.

Kaye Rabel: And my name is Kaye Rabel.

Stacey Plizga: And we will be moderating the conference for you today. This morning, we are gathered here in the CMS auditorium in Baltimore, where the webcast is originating from. We have a number of CMS experts and sponsors who will be providing new information for Medicare Advantage and Prescription Drug Plan sponsoring organizations, CMS staff, and CMS partners. We would like to recognize all of our in-person and our virtual guests today who are joining us from all across the country. Thank you for joining us for this important event.

Kaye Rabel: Before we get started, I would like to review a few logistical elements that may be helpful throughout the day. Continuing education credits, including CCB and CMS CEUs are available for today's events, and information on how to obtain these credits can be found in the conference

## **Welcome/Remarks**

*Stacey Plizga, PRI*

*Kaye Rabel, PRI*

guide, as well as on the CTEO website. Website materials are also available on the CTEO website listed on the screen, or you can also find them #CTEOCON on Twitter. If you have not done so already, you can logon to the site to obtain presentations to follow along with today's presenters.

If you encounter any technical difficulties, we have staff members available to assist you. Please use the CTEO tech support at CMS.hhs.gov for technical questions or concerns. Please remember using an Ethernet connection instead of Wi-Fi, or Google Chrome versus Internet Explorer, may increase your webcast streaming speed, as well as prevent delays.

Stacey Plizga:

The Medicare Advantage and Prescription Drug Plan Spring Conference and Webcast will feature interactive polling sessions and end-of-session evaluations today, to allow both our in-house and our virtual participants to participate throughout the events. There are a number of ways that you can participate. You can respond to the polling questions from any mobile phone by sending a text message, or you can respond utilizing a Smartphone, a computer, an iPad, or a tablet by visiting the Poll Everywhere web address.

If you would like to participate utilizing your cell phone, the first thing we need to do is get you to join our session, so, if you would like to participate this way, please go ahead and take out your cell phone, both our in-house and our virtual audience, if this is the way you would like to participate. And we'll certainly encourage everybody to do so. All right, then you are going to select your text message screen and create a new message. You will then type "22333" into the "To" or the "Recipient" box. Once you have done that, you are going to type in CMS2018Spring into the message box. This is not case sensitive, but please do not put any spaces in between the letters or the numbers. Once you have done that, go ahead and send your message. You will receive a message back that says you have joined the CMS 2018 Spring session. Once you receive

## **Welcome/Remarks**

*Stacey Plizga, PRI*

*Kaye Rabel, PRI*

this message, you are logged into the polling and will remain logged in for the remainder of the day.

But please note, you can only submit an answer when the moderator or the speaker prompts you to do so. If you did not get that message, just go ahead and try again, because you may have typed something in incorrectly. To enter your response each time a poll is conducted, you will simply type in the letter that corresponds to your answer and then hit "Send," and that will send your answer, and you will see it on the screen.

The other thing that we will be offering is evaluation questions at the end of each session, and these are slight little different from just responding to a poll. So, when you are prompted by the moderator, you are going to enter A into the message box on your phone in response to the question, "I would like to evaluate in session." You will then receive a message back that says, "Hello. Please evaluate my session" with a link. Go ahead and you will then go ahead and click on that link, which will then take you to the Poll Everywhere site. You will then choose "Start" to say that you want to start the survey. You will be presented with four questions, one at a time, so you will select your answer, and then you will hit "Next" to advance to the next question. And then after the fourth question and you select your answer, simply click on "Finish," and your response will be sent.

Kaye Rabel:

If you would rather join Poll Everywhere via your computer, tablet or smart phone using the web browser, you must first join our session. You do this by going to [www.pollev.com/cms2018spring](http://www.pollev.com/cms2018spring). You should see a page like the one on my screen. This means that the poll is not in session. The polling questions will appear when prompted by the moderator at the end of the session. To enter your response via web browser when the question appears, click on your answer choice. When prompted by the moderator, go ahead and choose "Yes" in response to the question, "I would like to evaluate this session," and you will be presented with a link to evaluate the session. Click the link. It appears in

## **Welcome/Remarks**

*Stacey Plizga, PRI*

*Kaye Rabel, PRI*

the green box at the top. When the next screen appears, choose "Start survey" and you will be presented with evaluation questions one at a time. Select the answer and Click "next" to get to the next question. Submit your response by choosing "Finish."

Stacey Plizga: All right. So, we are going to give this a try together, and I see that some of you are already ahead of me. The question is, "Which emoji best represents you this morning?" Are you the angry one, the happy one, the sad one, or the very confused frightened one? So, while you're entering your responses, you'll see that the bars will start to go up and down. Your answers are being calculate, and that's how it will work throughout the day with the different polling questions that the speakers will be presenting to you. So, it looks like most of us are happy today, which is excellent considering it is such a beautiful day and those of us who are from the north can really appreciate this weather.

Kaye Rabel: We look forward to everyone's participation in today's event. For our webcast participants, if you have a presentation-related question, you're going to go to the Survey Monkey link that was sent to you this morning with the polling instructions, and enter your question, as well as your contact information. We will either answer these questions today during the event, or they will be answered by our subject-matter experts and posted to the CMS CTO webpage at a later date. For in-house participants, we ask that you address your questions using the microphone in the center of the room. That way all participants in-house, as well as remote, will be able to hear your question.

If you have a technical question about polling, we ask that you send an email to [tklagholz@provider-resources.com](mailto:tklagholz@provider-resources.com), and if you have a technical question regarding the conference or the webcast, we ask that you send your emails to [CTEOTechSupport@cms.hhs.gov](mailto:CTEOTechSupport@cms.hhs.gov).

We truly value your input, so we will be having a post-conference participant experience survey. We ask that you complete this survey

## **Welcome/Remarks**

*Stacey Plizga, PRI*

*Kaye Rabel, PRI*

either by following the link on the screen or by utilizing the QR code. If you have an iPhone you can go ahead and open your camera, line up to the QR code, and tap the pop-up window that appears. If you are using an Android you're going to go to the play store, search for a QR code reader, tap to install it, tap "Accept," open the QR code reader, and then line it up with your camera and tap "Okay."

Stacey Plizga:

We are so glad to have all of you with us here today. We have a very nice crowd, so we're very excited. Our agenda today is packed with subject matter experts who are excited to share their knowledge and their expertise, so let's go ahead and get started. Oh, but before we get started, I have one more announcement. Sorry. In the rare event that the fire alarm is activated today, we would ask you to please evacuate and report to Assembly Area 19, which is located by the back gate. So, if it goes off today, it's for real. All right. Moving on.