



# Building a Relationship with Your PACE Account Manager



*CDR Amy Hesselgesser, OTR, Division of Medicare Health Plan Operations, Consortium for Medicare Health Plan Operations, CMS*

*Annemarie Anderson, Division of Medicare Health Plan Operations, Health Plans Branch, CMS*

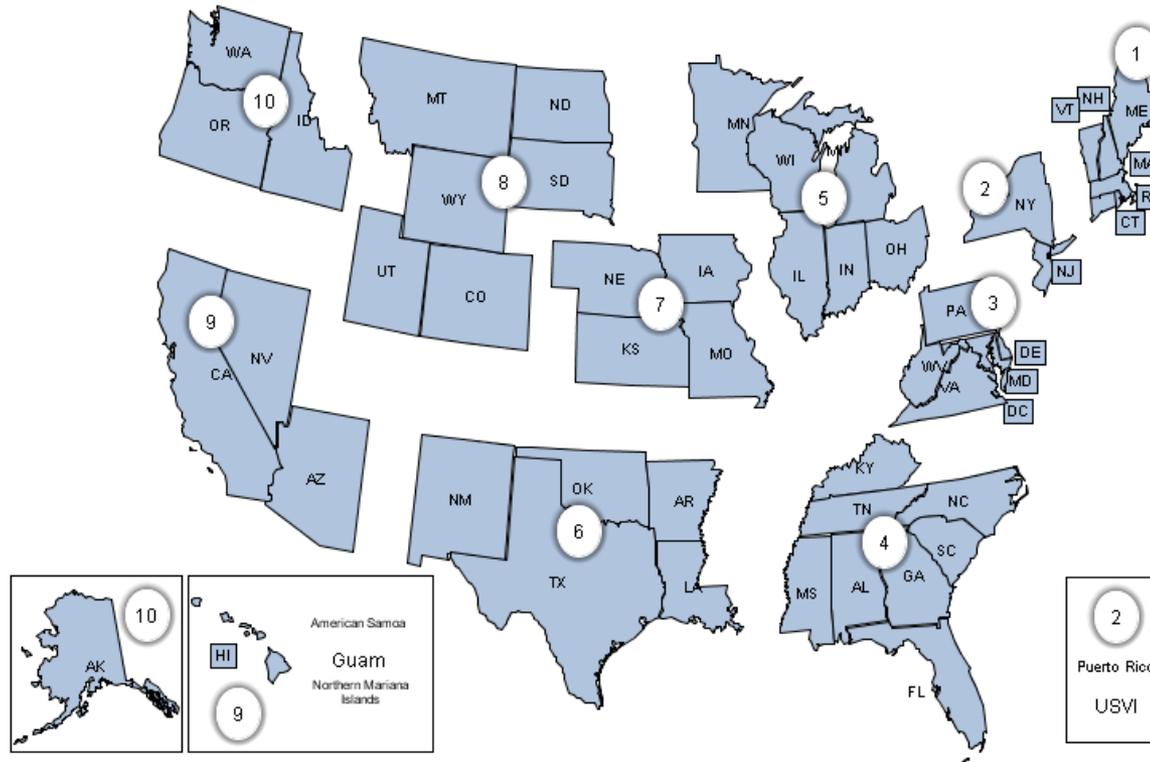
*Maryann Ligotti, RN, BA, Division of Medicare Health Plan Operations, Health Plans Branch, CMS*

**July 7, 2016**

# Goal

*The goal of this panel discussion is to share ideas for developing and improving collaborative relationships between PACE organizations and government entities.*

# CMS Regional Offices



# Regional Account Managers

- The Account Manager:
  - Is the primary point of CMS contact for each PO.
  - Provides technical assistance on CMS guidance.
  - Is available to resolve issues.



# Teamwork



Account Management teamwork involves a collaboration of CMS Baltimore, CMS Regional Offices, and our Medicaid colleagues.

# #10

## Open & Cooperative



The 3-way Program Agreement encourages open dialogue and problem solving between CMS, State partners, and PACE organizations.

# #9

## Share Feedback during Quarterly Calls



Quarterly Calls between Account Managers, our state partners, and PACE organizations offer the opportunity to discuss quality measures.

# #8

## Technical Assistance



Account Managers provide assistance with PACE Regulations, CMS Guidance, enrollments, Part D, and best practices.

# #7

## Level II Events



- Report Level II Events timely.
- Account Managers can guide you through the reporting process.

# #6

## Best Practices



Account Managers can guide you on best practices.

# #5

## Partnering with States

We value our collaboration with our state partners.



# #4

## Empowerment Comes from Senior Leadership



Senior Leadership plays integral roles in both CMS and PACE organizations.

# #3

## Read HPMS Memos & Ensure Implementation



Guidance and time sensitive information is distributed via HPMS memos.

# #2

## Routine Monitoring



Account Managers monitor trends and quality indicators.

# #1

## Improving the Participant's Experience



Our #1 goal is to make sure our PACE participants receive quality care and services.

# Discussion

