



Building a Relationship with Your PACE Account Manager



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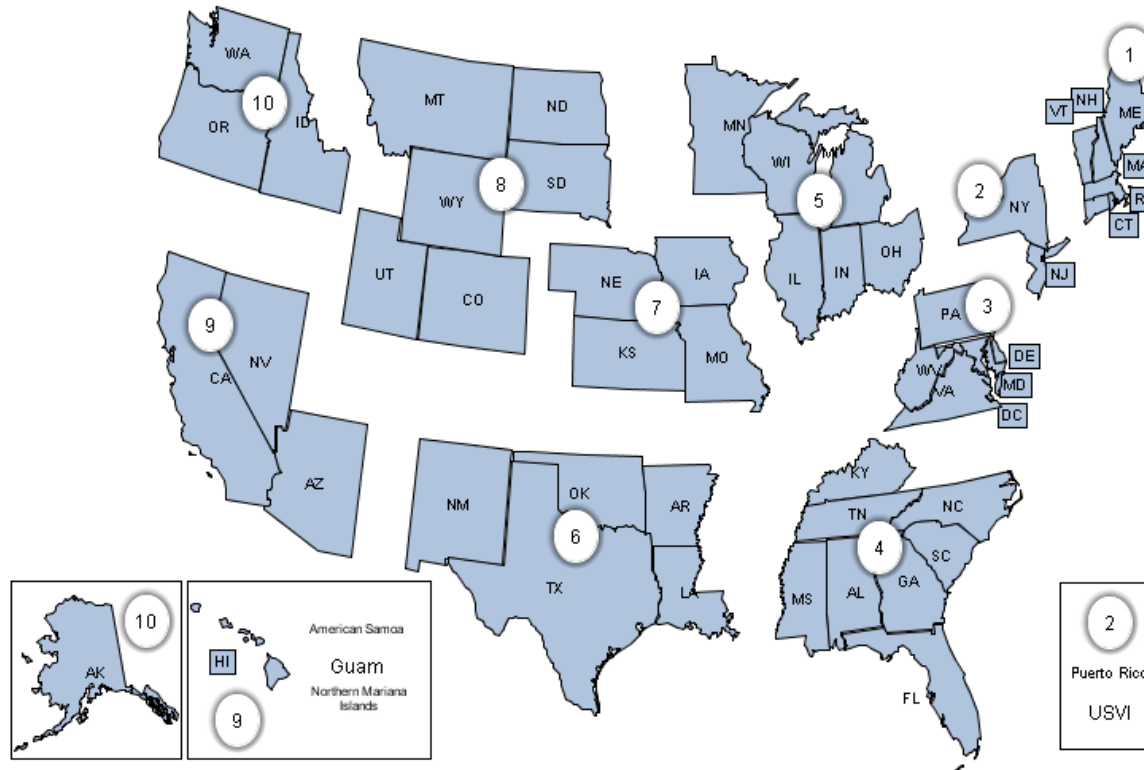
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July 7, 2016

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

