



DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Blvd.  
Baltimore, Maryland 21244

**HEALTH PLAN BENEFITS GROUP**

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Date: May 21, 2003  
To: Medicare Managed Care Contractors  
Subject: Medicare Managed Care Manual Training

In response to requests from the Managed Care Industry, we are happy to announce the establishment of quarterly conference calls to provide training on the Medicare Managed Care Manual. The quarterly calls will address recently released manual chapters and updated chapters. We will conduct the first quarterly conference call on May 22, 2002 from 1:00 to 3:00 PM (EST).

In general, we will provide an overview of the key points for new manual chapter releases and summarize updates made to existing chapters. The Medicare Managed Care Manual can be accessed at [www.hcfa.gov/pubforms/86\\_mmc/mc86toc.htm](http://www.hcfa.gov/pubforms/86_mmc/mc86toc.htm). The chapters that will be presented at this call are noted on the attached agenda.

To facilitate an effective and efficient conference call, we are asking that you provide as many of your questions about the manual chapters in advance of the call. This will enable us to prepare answers to the questions to ensure all areas of importance are covered during the call. Your questions should be sent to [mcomanual@cms.hhs.gov](mailto:mcomanual@cms.hhs.gov) by May 13, 2002.

We are very excited about this initiative and hope that you will find it productive. Once we have conducted our first call, we welcome your feedback and any suggestions for improvement. We look forward to your participation.

Sincerely,

/S/

Gary A. Bailey  
Director  
Health Plan Benefits Group

Enclosure: Agenda  
Attachments: Feedback Instrument and Instructions

**Medicare Managed Care Manual Training**  
**Teleconference Call**  
**May 22, 2002**  
**1:00-3:00 p.m.**

**(EST)**

**(Teleconference access information: Toll Free # 877-709-5342,  
Spoken pass code is Managed Care)**

**Opening Remarks** - Gary Bailey

**Moderator** - Stephanie Vaughn-Martin

**New Chapter Releases:**

- Chapter 10: Organization Compliance with State Law and Pre-emption  
by Federal Law - Darrin Wipperman
- Chapter 11: Contracts with Medicare+Choice Organizations -  
Chris Eisenberg

**Qs and As**

**Updated Chapters:**

- Chapter 2 - Enrollment and Disenrollment - Lynn Orlosky
- Chapter 3 - Marketing - Jermaine Staggers/Mel Sanders
- Chapter 5 - Quality - Rae Loen
- Chapter 7 - Payments to Medicare+Choice Organization - Anne  
Hornsby

**Qs and As**

**Monitoring Implications** - Laura Minassian-Kiefel

**Closing Remarks** - Jean LeMasurier

# **Audience Feedback Form**

**Medicare Managed Care Manual Telconference Training**

**Date: May 22, 2002**

Using the following scale, please rate each question below by placing your answer in the space following each question.

- A. Strongly Agree**
- B. Somewhat agree**
- C. No opinion**
- D. Somewhat disagree**
- E. Strongly disagree**

**1. I received notification about today's call in time to prepare for the session.**

\_\_\_\_\_

**2. I understood the information provided today.**

\_\_\_\_\_

**3. I had my questions answered at today's training.**

\_\_\_\_\_

If you disagree, please list unanswered questions: \_\_\_\_\_

**4. I plan to use some or all of the information I received today.**

\_\_\_\_\_

**5. The information in today's training was well presented.**

\_\_\_\_\_

**6. General comments on today's training: \_\_\_\_\_**

## **Instructions for Teleconference Feedback Form**

- **Open the Word Document and when asked for a password click on “Read Only”**
- **Fill out the form by entering a number from the scale presented at the beginning of the form.**
- **Fill in any narrative needed.**
- **Save the document under any name you choose. You may get a reminder screen that the document is read only. Say ok and continue.**
- **Attach the document to an GroupWise e-mail and send to either :**
  - ❖ **Sandy York (Syork)**
  - ❖ **Laurie Johnson (Ljohnson2)**

**Thanks for your feedback—The RO/CO Managed Care Training Team**