

An Overview of OPOLE / LEA

Home Medical Equipment and Services
Association of New England (HOMES)
2021 Virtual Conference

March 3, 2021

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Office of Program Operations and Local Engagement



One CMS Goals

We launched the One CMS initiative with three clear objectives:



Ensure we're responding to customer needs



Build critical capabilities for now and the future



Bridge silos to create a seamless user experience



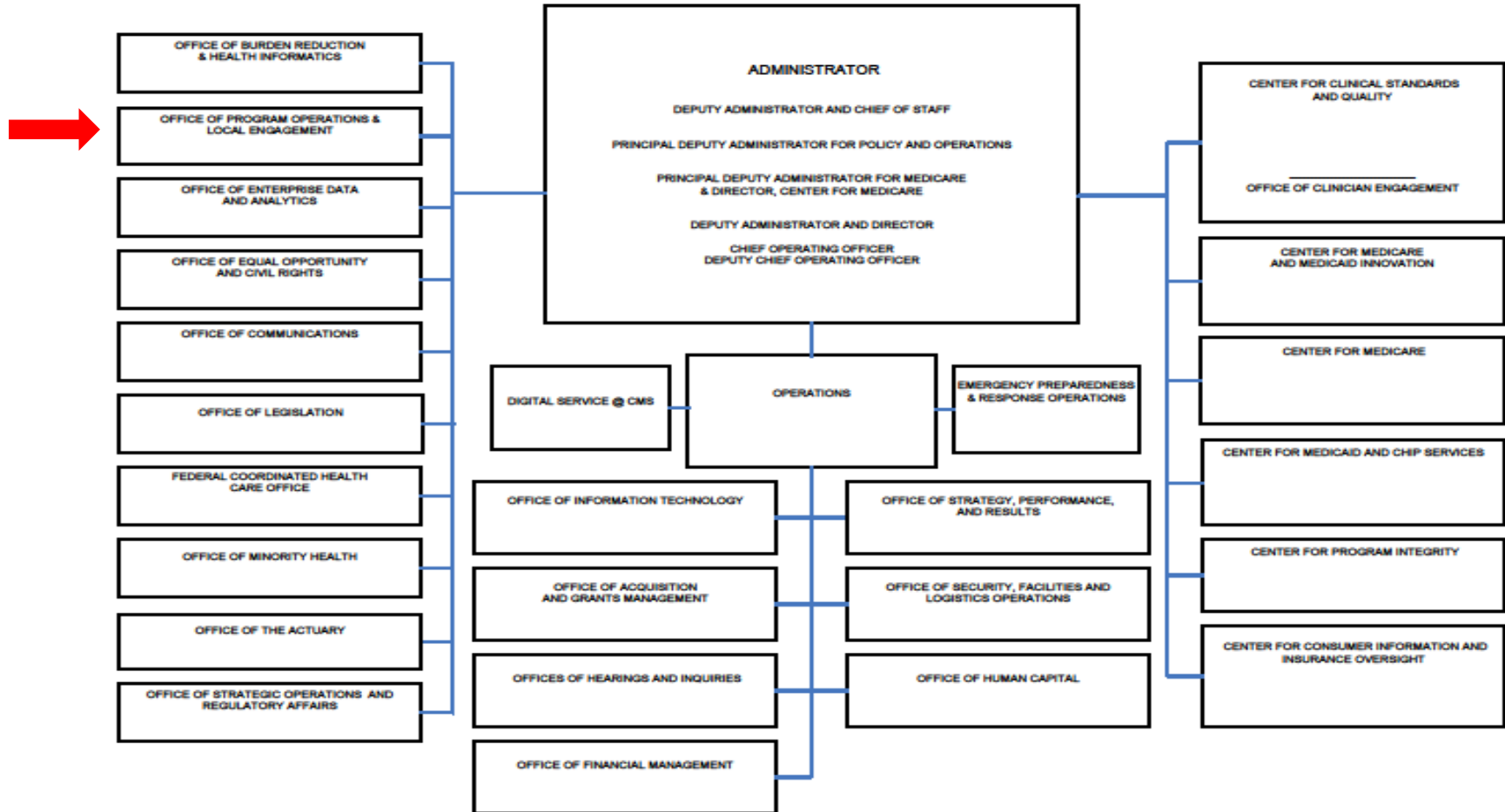
Addressing the regional operating model was a core component of One CMS

CMS ORGANIZATIONAL CHART

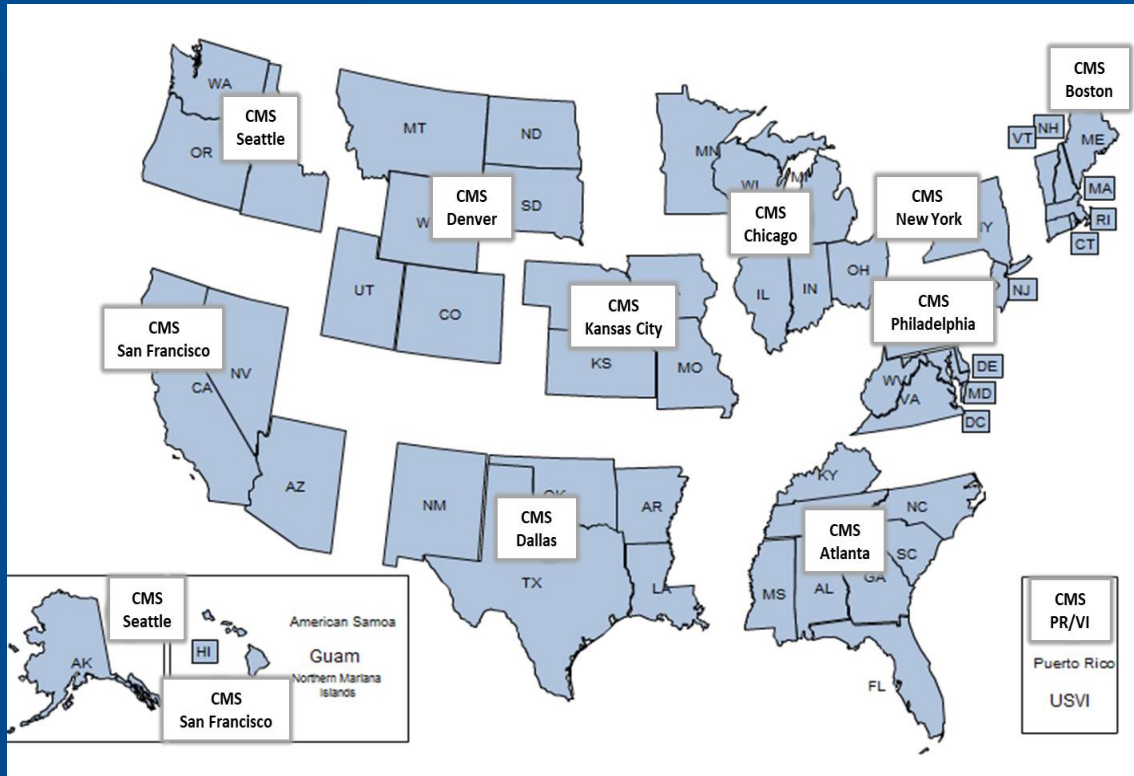
Org Chart Text Version

DEPARTMENT OF HEALTH AND HUMAN SERVICES CENTERS FOR MEDICARE & MEDICAID SERVICES

APPROVED



CMS Regional Locations



CMCS Medicaid & CHIP Operations Group
Provides operational support for states' managed care programs, processes state amendments, and provide serves as Native American Contacts.

CCSQ Survey Operations Group
Conducts the quality and safety surveys of health care facilities and oversees the enforcement of the quality and safety standards.

Office of Program Operations and Local Engagement (OPOLE)
Combines the regionally-based Medicare operations work, local oversight of Federally-facilitated Exchange plans, and external affairs.

OPOLE Programs

- Drug and Health Plan Operations (DHPO)
- Strategy and Business Operations (SBO)
- Innovation and Financial Management (IFM)
- Local Engagement and Administration (LEA)

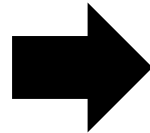
Drug & Health Plan Operations (DHPO)

Medicare Advantage and
Medicare Prescription
Drug Programs

Program of All Inclusive
Care for the Elderly
(PACE)

Medicare and Medicaid
Plan (MMP)
Demonstration Project

Federally-Facilitated
Exchanges



- Relationship management and communication channel between CMS and plans.
- Daily account monitoring, including data analysis of plan performance metrics.
- Annual applications review and approval of plan marketing materials.
- Routine plan audits to assess compliance with CMS regulations.

Innovation & Financial Management (IFM)

Contract Oversight

Customer Service

Fiscal Stewardship

Fee for Service Medicare

- Coverage / Payment Policy Issues (CM)
- Eligibility / Entitlement / Premium Issues (CM)
- Beneficiary / Provider Customer Service (OHI, CM)
- FOIA (OSORA)
- Accountable Care Organization Coordinators / Agency Reconsideration Official (CM)
- Innovation Model Points of Contact / Agency Reconsideration Official (CMMI)
- Contractor Operations Support (CM)
- Hearings / Appeals Issues (OHI)
- Beneficiary Services Business Function Lead (OHI)
- FOIA Business Function Lead (OSORA)

Financial Management

- Medicare Secondary Payer (OFM)
- Chief Financial Officer Act (OFM)
- Bankruptcy Management (OFM)
- External Audits (OFM)
- Audit and Reimbursement (OFM, CM)
- Civil Monetary Penalty Review (OFM)
- Debt Management (OFM)

Program Integrity

- Provider Enrollment (CPI)
- Medical Review (CPI)
- Petitions for Remission (CPI)
- Law Enforcement Liaison (CPI)

Strategy & Business Operations (SBO)

Core Functions

Budgeting

IT

LEAN

HR Management

Correspondence

**Executive Officer
Coordination**

COOP

Local Engagement & Administration (LEA)

RO Support

Cohesion

Collaboration

Engagement

Some of LEA's Key Objectives



Consistently achieve high performance in our customer service: quality, integrity, consistency, and timeliness.



Produce bold and impactful regional outreach strategies that make the case for CMS' initiatives, help consumers make sound choices, and demonstrate to stakeholders that CMS is listening to them.

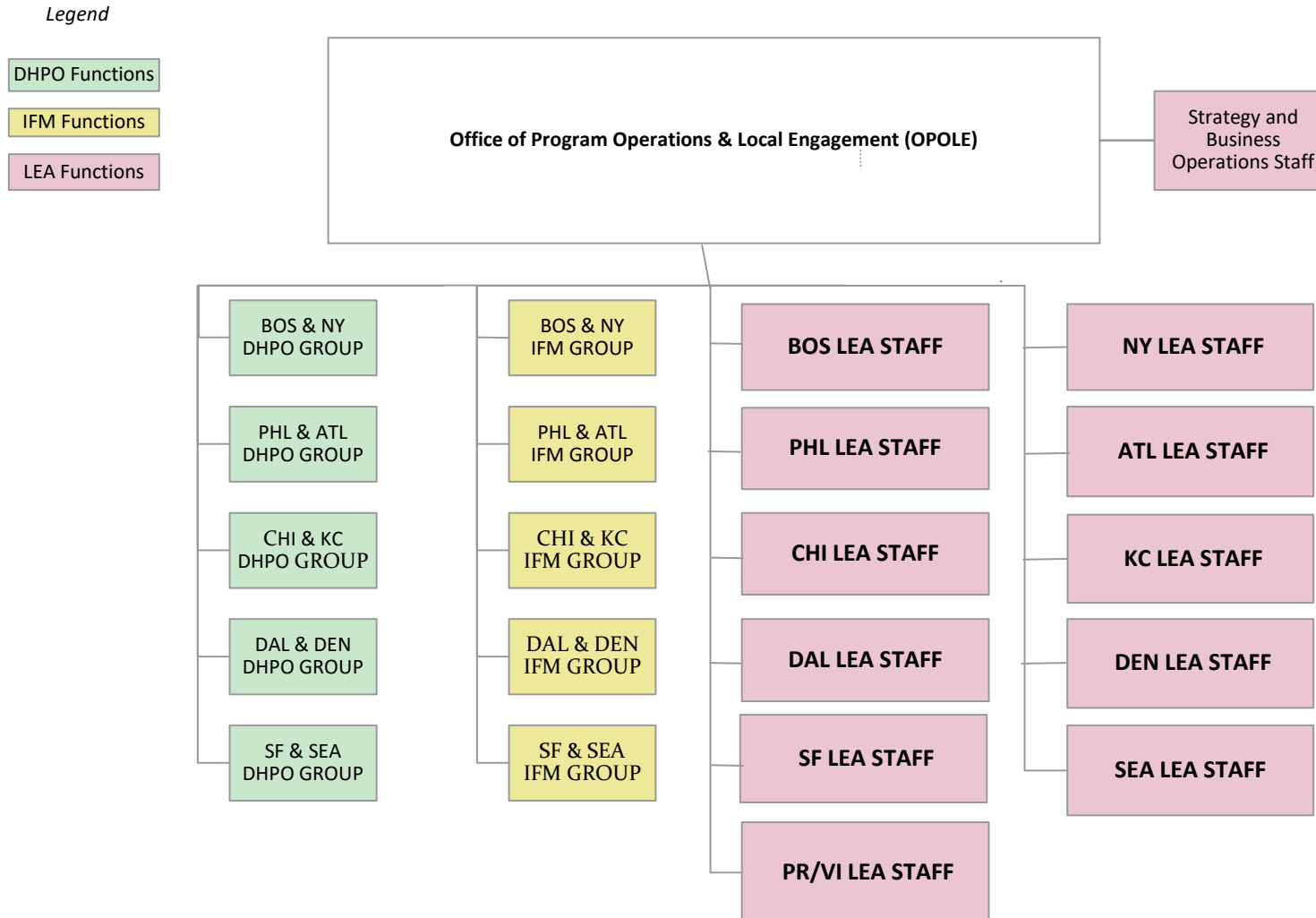


Increase consumer use of CMS developed tools to make informed choices.



Reponses to stakeholder questionnaire indicate that CMS is a valued and trusted ambassador of our programs and that our outreach inspires action.

New regional operating model combines cross-cutting and direct program operations, and consolidates local engagement



CMS Regional Administrators & Staff Directors

Region 1 – CMS Boston

Katherine McDowell

Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont.

Region 2 – CMS New York

Michelle Baker-Bartlett

New Jersey and New York.

Region 3 – CMS Philadelphia

Sharon Graham

Delaware, the District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia.

Region 4 – CMS Atlanta

Sherard McKie

Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee.

Region 5 – CMS Chicago

Pam Thomas

Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin.

Region 6 – CMS Dallas

Lisa McAdams, M.D.

Arkansas, Louisiana, New Mexico, Oklahoma, and Texas.

Region 7 – CMS Kansas City

Kim Stupica-Dobbs

Iowa, Kansas, Missouri, and Nebraska.

Region 8 – CMS Denver

John Hannigan

Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming.

Region 9 – CMS San Francisco

Cate Kortzeborn

Arizona, California, Hawaii, Nevada, American Samoa, the Commonwealth of the Northern Mariana Islands, Federated States of Micronesia, Guam, Marshall Islands, and the Republic of Palau.

Region 10 – CMS Seattle

Darryl Means, Sr.

Alaska, Idaho, Oregon, and Washington.

CMS Puerto Rico and the U.S. Virgin Islands

Marina Diaz (Staff Director)

Puerto Rico and the U.S. Virgin Islands.

COVID-19 Resources and Information

- Coverage 2 Care (c2c) COVID-19 Resources
- Other Resources



Coverage to Care Resources on COVID-19

Visit our website:

go.cms.gov/c2ccovid19

Contact us:

CoverageToCare@cms.hhs.gov

Coronavirus and Your Health Coverage: Get the Basics

C2C Coverage to CareSM

CORONAVIRUS AND YOUR HEALTH COVERAGE: GET THE BASICS

PROTECTING YOU AND YOUR FAMILY

Here are the important steps you should take to protect you and your family from COVID-19.

- Stay home if possible.
- If you must go out, wear your mask for at least 60 seconds.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched objects.
- Avoid travel, including air travel and non-essential air travel.
- Watch for new COVID-19 cases from the CDC.
- Learn more about health: [health.gov](https://www.health.gov).

Contact your health care professional if you have concerns about COVID-19 or if you are sick. Call first!

MANAGING STRESS

Here are a few ways the CDC recommends managing stress during these challenging times:

- Take breaks from watching, reading, or listening to news stories and social media.
- Connect with others. Talk with friends and loved ones over the phone or in person about your concerns and how you are feeling.

Take care of yourself! Take deep breaths, stretch, or meditate. Try to eat healthy meals, exercise regularly, and get plenty of sleep.

WATCH OUT FOR SCAMS

Protect your identity from scammers!

To help to get identified and let your guard down during these uncertain times, scammers try to steal your personal information. This may be done by sending you messages on websites, text, email, or other forms of technology for your personal information.

- Only share your information with your one-providers office, pharmacy, health care provider, or other medical health care provider.
- Check your state summary form or Declaration of Benefits for accuracy.
- It is important to avoid going to doctors and health care visits.

Remember, Medicare will never call you to ask for or check your Medicare number.

Learn more: [Medicare.gov/learn](https://www.Medicare.gov/learn)

UPDATES FROM MEDICARE:

- **Telehealth:** During COVID-19, Medicare expanded coverage to telehealth services. This includes virtual office visits, mental health counseling, and preventive counseling. This may include and other providers can offer services without patients going to the office. Contact your care provider to learn more.
- **Lack of care for COVID-19:** This pays for out-of-pocket costs.
- **All medically necessary hospitalizations:** This includes if you're diagnosed with COVID-19 and need to stay in the hospital under quarantine instead of being discharged from the hospital after an explicit stay.

Remember: If you need to see your doctor, please call them first. If you develop emergency warning signs for COVID-19, get medical attention immediately.

Learn more: [Medicare.gov](https://www.Medicare.gov)

Updates from HealthCare.gov

WHAT IS COVERED?

- If you qualify for coverage through the Marketplace, the coverage for coronavirus is generally the same as any other one effect.
- Read more about what Marketplace plans cover.

Check with your health insurance company for specific benefits and coverage policy.

HealthCare.gov

REMINDERS:

- All Marketplace plans are prohibited from excluding coverage because of pre-existing conditions.
- Plans cannot get coverage due to a change in health status, age, or household size.
- Log in to update your information if you have changes in address, household income, age, or household size.
- We have to ask to change your plan if certain situations arise.

Contact your state office to learn more on Medicaid updates.

HealthCare.gov

SPECIAL ENROLLMENT PERIODS:

Some life changes can allow you enroll in a plan for the first time or change your plan. Answer a few questions to find out if you can enroll in or change your coverage.

Here are a few common ways:

- Lost health coverage
- Change in household income
- Got married
- Had a baby
- Change in household (marriage, death, divorce)
- Changes in address
- Release from incarceration
- Gained residency or lived presence in U.S.

NEED MORE INFO?

Visit these sites to learn more:

- [CDC](https://www.cdc.gov/coronavirus/2019-nCoV/index.html)
- [HHS](https://www.hhs.gov/coronavirus)
- [HealthCare.gov](https://www.healthcare.gov/coronavirus/)
- [Medicare.gov](https://www.medicare.gov/coronavirus/)
- [Medicaid.gov](https://www.medicare.gov/coronavirus/)
- [IRS](https://www.medicare.gov/coronavirus/)
- [FSA](https://www.medicare.gov/coronavirus/)
- [FICA](https://www.medicare.gov/coronavirus/)
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- [FICA](https://www.medicare.gov/coronavirus/)

Need local info on food, transportation, testing, and more? Call 3-1-1.

This resource talks about how to protect yourself and your family. It also provides an overview on updates from Medicare, the Marketplace, and other information for consumers looking for information on health coverage and staying healthy during the COVID-19 pandemic. <https://www.cms.gov/files/document/c2c-covid-overview.pdf>

Stay Safe: Get the Care You Need at Home

- *Stay Safe: Getting the Care You Need, at Home* focuses on how people can stay healthy within their home.

- This resource gives an overview of telehealth, managing ongoing health conditions, prescriptions, and other tips.

- [CMS.gov/files/document/c2c-covid-care-home.pdf](https://www.cms.gov/files/document/c2c-covid-care-home.pdf)



CMS COVID-19 and Vaccine Resources

- Coverage 2 Care (C2) COVID-19 Resources

[CMS.gov/About-CMS/Agency-Information/OMH/equity-initiatives/c2c/consumerresources/c2c-covid-19-resources](https://www.cms.gov/About-CMS/Agency-Information/OMH/equity-initiatives/c2c/consumerresources/c2c-covid-19-resources)

- COVID-19 Vaccine Policies & Guidance

[CMS.gov/COVIDvax](https://www.cms.gov/COVIDvax)

- COVID-19 Vaccines Information for Partners

[CMS.gov/files/document/covid-vax-partner-toolkit.pdf](https://www.cms.gov/files/document/covid-vax-partner-toolkit.pdf)

- CMS.gov COVID-19 Press Releases

[CMS.gov/about-cms/emergency-preparedness-response-operations/current-emergencies/coronavirus-press-releases](https://www.cms.gov/about-cms/emergency-preparedness-response-operations/current-emergencies/coronavirus-press-releases)

Medicaid.gov COVID-19 Resources

[Medicaid.gov](#) COVID-19 resource page includes

- Medicaid and CHIP Resources
- Tools and Checklists for States Seeking Greater Flexibility
- State Waiver and Amendment Approvals
- Additional CMS Guidance

[Medicaid.gov/resources-for-states/disaster-response-toolkit/coronavirus-disease-2019-covid-19/index.html](https://www.Medicaid.gov/resources-for-states/disaster-response-toolkit/coronavirus-disease-2019-covid-19/index.html)

Centers for Disease Control and Prevention (CDC) COVID-19 Vaccine Resources

- COVID-19

[CDC.gov/coronavirus/2019-nCoV/index.html](https://www.cdc.gov/coronavirus/2019-nCoV/index.html)

- Your Health: COVID-19 Vaccines

[CDC.gov/coronavirus/2019-ncov/vaccines/index.html](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html)

- Vaccines & Immunizations (Subgroups of information)

[CDC.gov/vaccines/covid-19/index.html](https://www.cdc.gov/vaccines/covid-19/index.html)

- CDC COVID-19 Vaccination Program Provider Requirements and Support

[CDC.gov/vaccines/covid-19/vaccination-provider-support.html](https://www.cdc.gov/vaccines/covid-19/vaccination-provider-support.html)

- CDC Newsroom

[CDC.gov/media/index.html](https://www.cdc.gov/media/index.html)

HHS & FDA COVID-19 Resources

- HHS.gov landing page *Coronavirus Stops With Me*
[HHS.gov](https://www.hhs.gov)
- HHS.gov COVID-19 and Flu Public Education Campaign
[HHS.gov/coronavirus/education-campaign](https://www.hhs.gov/coronavirus/education-campaign)
- FDA Vaccine Facts Fact Sheet
[FDA.gov/media/143890/download](https://www.fda.gov/media/143890/download)
- FDA Press Releases (includes COVID-19 updates)
[FDA.gov/news-events/fda-newsroom/press-announcements](https://www.fda.gov/news-events/fda-newsroom/press-announcements)

CMS Social Media Resources

- YouTube at CMSHHSgov [YouTube.com/CMSHHSGov](https://www.youtube.com/CMSHHSGov)
- Twitter at [Twitter.com/CMSGov](https://twitter.com/CMSGov) Our ID: @CMSGov
- facebook.com/Medicare.gov
- facebook.com/HealthCare.gov
- mobile.twitter.com/HealthCareGov



Partner and Stakeholder Resources

CMS.gov Current Emergencies Page	CMS.gov/About-CMS/Agency-Information/Emergency/EPRO/Current-Emergencies/Current-Emergencies-page
Centers for Disease Control and Prevention (CDC) Coronavirus (COVID-19)	CDC.gov/coronavirus/2019-nCoV
Medicare.gov Medicare & Coronavirus	Medicare.gov/medicare-coronavirus
Official U.S. Government Coronavirus Information	Coronavirus.gov
COVID-19 Frequently Asked Questions (FAQs) on Medicare Fee-for-Service Billing	CMS.gov/files/document/03092020-covid-19-faqs-508.pdf
Guidelines – Priorities: COVID-19	Whitehouse.gov/priorities/covid-19

Partner and Stakeholder Resources (continued)

Open Door Forum Stakeholder Call podcasts and transcripts	CMS.gov/Outreach-and-Education/Outreach/OpenDoorForums/PodcastAndTranscripts
Department of Health and Human Services (HHS) telehealth guidance & information	Telehealth.hhs.gov
Memo to States and Nursing Home Stakeholders About Changes to Staffing	CMS.gov/medicareprovider-enrollment-and-certificationsurvey/certificationgeninfo/policy-and-memos-states-and/changes-staffing-information-and-quality-measures-posted-nursing-home-compare-website-and-five-star
What Patients Should Know About Seeking Health Care	English CMS.gov/files/document/covid-what-patients-should-know-about-seeking-health-care.pdf Spanish CMS.gov/files/document/covid-what-patients-should-know-about-seeking-health-care-spanish.pdf
Care Compare	Medicare.gov/care-compare
CMS Coronavirus Partner Virtual Toolkit	CMS.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit

Partner and Stakeholder Resources (continued 2)

Medicare Fee-for-Service Response to the Public Health Emergency on the Coronavirus (COVID-19) (SNF information begins on Page 13)	CMS.gov/files/document/se20011.pdf
Nursing Home Reopening Recommendations Frequently Asked Questions	CMS.gov/files/document/covid-nursing-home-reopening-recommendation-faqs.pdf
Physicians and Other Clinicians: CMS Flexibilities to Fight COVID-19	CMS.gov/files/document/covid-19-physicians-and-practitioners.pdf
Medicare Accelerated and Advance Payments by State and Provider Type	CMS.gov/files/document/covid-accelerated-and-advance-payments-state.pdf
CMS Office of Minority Health (OMH)	CMS.gov/About-CMS/Agency-Information/OMH/equity-initiatives/from-coverage-to-care
CMS Newsroom	CMS.gov/newsroom

Contact Information

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