

SESSION A - 9:30 am - 10:30 am

- 1. Preventing Healthcare Errors, Fraud and Abuse Through Consumer Engagement:** What does engagement mean? How is this done?

Ginny Tritschler, RN, MHA
MA SMP Program Team Member

- 2. Identifying, Reaching and Serving Diverse Ethnic Communities and other Complex Populations:** How to make sure health equity is available to all.

Lucilia Prates, Statewide Director
MA SMP Program

Burton Pusch, RhD
Director, One Care Ombudsman Office

Dennis Heaphy, Health Policy Analyst
Disability Policy Consortium

- 3. Connecting the Electronic Dots Within the Healthcare Delivery System:** What is the interrelation of patient portals, Electronic Medical Records, Electronic Health Records, OpenNotes, and their interoperability with tools, such as the MassHIway.

Cait DesRoches, Executive Director
OpenNotes, Beth Israel Deaconess Medical Center

Micky Tripathi, PhD, MPP
President and CEO
Massachusetts eHealth Collaborative

Craig W. Schneider, PhD
Senior Health Researcher
Mathematica Policy Research

SESSION B - 10:45 am - 11:45 am

- 1. Protecting Yourself and Those You Love from Drug Diversion and Abuse:** Drug diversion, addiction and misuse disrupts and strains all aspects of the healthcare delivery continuum and system.

Colleen Pritoni, Director, Massachusetts State Commission on Grandparents Raising Grandchildren

Kelly Valente, PharmD, BCACP
Regional Pharmacist, CMS Boston Regional Office

- 2. Honoring End of Life Wishes:** How to address this challenging conversation, what documents are essential and the importance of appointing a healthcare agent.

Jayne Bonds, MSHS
President of the MA Association of Resident Service Coordinators in Housing (MARSCH)

Zack Rubin, Project Coordinator
The Conversation Project

Nancy Sherman, LICSW, Director of Supportive Care, Seasons Hospice & Palliative Care

Jim Worthington, MSW, LCSW
MA SMP Program Team Member

- 3. Beneficiaries Dually Enrolled in Medicare and the Marketplace:** Some individuals can apply for “Equitable Relief” and request a reduction in their Medicare Part B late enrollment penalty.

Niki Conte, Associate Director of Public Outreach and Education, Massachusetts Health Connector

Cindy Phillips, Statewide SHINE Director
Executive Office of Elder Affairs

Stephen Richardson, Regional Communications Director, Social Security Administration in New England

Jennifer Syria, Health Insurance Specialist
Centers for Medicare and Medicaid Services

SESSION C - 12:00 pm - 1:00 pm

- 1. Connecting the Electronic Dots Within the Healthcare Delivery System:** What is the interrelation of patient portals, Electronic Medical Records, Electronic Health Records, OpenNotes and their interoperability with tools, such as the MassHIway.

Cait DesRoches, Executive Director
OpenNotes, Beth Israel Deaconess Medical Center

Micky Tripathi, PhD MPP, President and CEO
Massachusetts eHealth Collaborative

Craig W. Schneider, PhD, Senior Health Researcher
Mathematica Policy Research

- 2. Engaged Consumers Take Action:** Know what steps to take and who to call when faced with untimely discharges, billing errors, quality of care issues, and when to file an appeal?

Ginny Tritschler, RN, MHA
MA SMP Program Team Member

Donna McCormick, Senior Attorney
Greater Boston Legal Services
Medicare Advocacy Project
Elder, Health & Disability Unit

- 3. Detecting and Reporting Fraud, Identity Theft and Other Deceptive Marketing Tactics:** How new technology and social media have increased the probability of each of us becoming targets.

Liisa Budge-Johnson, Deputy Sheriff
Outreach Coordinator
Plymouth County Sheriff's Department

Eric Panicucci, Investigator
Medicaid Fraud Division
Office of the Attorney General

Christina O'Neill
MA SMP Program Team Member

Bridget O'Sullivan Somogie, Investor Education Attorney, Massachusetts Securities Division,
Office of the Secretary of the Commonwealth
William Francis Galvin

Amy Schram
Senior Community Relations Specialist
Better Business Bureau

Program Agenda

8:00 am - 8:45 am

Continental Breakfast, Registration and Networking

8:45 am - 9:15 am

Welcome and Opening Remarks

Lucilia Prates, Statewide Director
MA SMP Program

Raymond Hurd, Deputy Consortium Administrator for Health Plan Operations/
Regional Administrator Regions I & II
Centers for Medicare & Medicaid Services

9:30 am - 10:30 am

Session A Workshops

10:45 am - 11:45 am

Session B Workshops

12:00 pm - 1:00 pm

Session C Workshops

1:00 pm - 2:15 pm

Lunch and Keynote Address

Keynote Address

Maura Healey, Massachusetts Attorney General
(Invited)

“The Value of the SMP Program Message”

Amy Lischko, Associate Professor
Tufts University School of Medicine
Public Health and Community Medicine
Department

2:30 pm - 3:15 pm

Round Table Discussions

Barbra G. Rabson, MPH, President and CEO
Massachusetts Health Quality Partners

3:15 pm - 3:45 pm

Round Table Report Back and
Conference Evaluation

3:45 pm - 4:00 pm

Closing Remarks

Elder Services of the Merrimack Valley, Inc.

Choices for a life-long journey

**We proudly acknowledge and thank
our MA SMP Program Partners**

AARP Massachusetts

Centers for Medicare and Medicaid Services

City of Boston
Commission on Affairs of the Elderly

Livanta

Beneficiary and Family Centered Care (BFCC)
Quality Improvement Organization

Massachusetts Association
of Councils on Aging

Massachusetts Division of Insurance

Massachusetts Executive Office
of Elder Affairs

Massachusetts Money Management Program

Massachusetts Office for Refugees and
Immigrants

Massachusetts Office of the Attorney General

Maturity Matters

Medicare Advocacy Project

Multicultural Coalition on Aging

Norfolk County Sheriff's Office
TRIAD Division

Office of Inspector General
Region 1 (Boston, MA)

US Department of Health and Human Services

Safeguard Services, LLC

Tufts University - School of Medicine

Directions

Federal Reserve Bank of Boston
600 Atlantic Ave, Boston, MA
(Across from South Station)

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requires a Picture ID of all visitors.**

**To register for the MA SMP Program's
Seventh Statewide Conference**

Visit www.MASMP.org and
follow the registration link
or contact Caroline Cole at
(978) 946-1256 or
ccole@esmv.org.



If you have a disability and require an accommodation in order to fully participate, please call (978) 946-1256.

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Choices for a life-long journey

280 Merrimack Street, Suite 400, Lawrence, MA 01843



*The Massachusetts Senior Medicare Patrol
Program's Seventh Statewide Conference*

**Engaging Consumers to
Prevent Healthcare Errors,
Fraud and Abuse**

**Friday, April 28, 2017
8:30 am - 4:00 pm
Federal Reserve Bank of Boston
600 Atlantic Avenue, Boston, MA
(Across from South Station)**

\$75
Includes continental breakfast and lunch
\$100 with CEU's

RN and SW CEUs pending approval

*Raising awareness about the
importance of engaging consumers
in their healthcare to prevent
healthcare errors, fraud and abuse.*