

# NEW DIRECTOR TRAINING

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## Working with Federal Partners and Congressional Staff

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# Agenda

- **Overview of Federal Partners:**
  - Roles and Opportunities
  - State Examples
- **Working with Congressional Staff:**
  - Grant Limitation/Parameters
  - Opportunities
  - State Examples

# Centers for Medicare & Medicaid Services (CMS)

- **Office of Communications**
  - National Training Program
  - 1-800-Medicare
  - Medicare Plan Finder
  - Unique ID Management
- **Office of Program Operations & Local Engagement (OPOLE)**
  - Local Engagement and Administration (LEA): SHIP/SMP Liaisons
  - Drug and Health Plan Operations: Casework, CTM

Reminder: ACL and CMS have an MOU in place outlining this partnership, responsibilities, and collaboration opportunities.

# Additional CMS Contacts

- **Office of Hearings and Inquiries**
  - Medicare Beneficiary Ombudsman
  - DME POS Ombudsman
- **Center for Medicare**
  - [Medicare Administrative Contractors](#)
- **Center for Program Integrity**
- **Federal Coordinated Health Care Office**
  - Medicare-Medicaid Coordination Office

NOTE: These partnerships are outside the scope of the ACL/CMS MOU.

# Other Federal Partnerships

- **Social Security Administration (SSA)**
- **HHS Office of Inspector General (OIG)**
  - Office of Investigations: SMP Liaison (Mike Cohen), Media team, OIG Hotline
  - Office of Evaluation and Inspections: SMP Report
- **Federal Bureau of Investigations (FBI)**
- **Federal Trade Commission (FTC)**
  - Stopping Scams Against Older Adults Initiative
- **Consumer Financial Protection Bureau (CFPB)**
- **Housing and Urban Development (HUD)**

# Non-Federal National Partners

- AARP Foundation & AARP Enterprise
- National Health Care Anti-Fraud Association (NHCAA)
- National Association of Insurance Commissioners (NAIC)
- National Association of Medicaid Directors (NAMD)
- National Association of State Directors of Developmental Disabilities Services (NASDDDS)
- Healthcare Fraud Prevention Partnership (HFPP)

# States Working with CMS

## Office of Communication

- National Training Program
  - Offer great workshops.
  - If you need training for a specific topic – NTP likely has something for you.
  - Social Security, Plan Finder, Medicare Supplement, MA/MAPD, Coordination of Benefits, Preventing Medicare Fraud, etc.
- Medicare Plan Finder
  - May solicit feedback from SHIP's on user experience.

# States Working with CMS

## OPOLE: LEAs

- Participate in monthly calls with states within the Region for SHIP/SMP/MIPPA Directors.
  - CMS updates, ACL updates, state best practices, increased awareness of trends, i.e. marketing complaints, scams, and Medicare fraud.
- Participate in monthly state-specific stakeholder calls that include a variety of state-wide partners that support CMS programs.
  - Navigators, FQHCs, Rural Health, SHIP, SMP, MIPPA, BECs etc.
  - Enhances partnership opportunities.



# States Working with CMS

## **OPOLE: Drug and Health Plan Operations**

- CTM liaison
- Casework assistance
- Legislative referrals
- Complaint trends

## **Medicare Beneficiary Ombudsman**

- Help with Medicare-related complaints, grievances, and information requests.

# States Partnering with Social Security

- Public Affairs Specialists – every state has at least one.
  - <https://www.ssa.gov/org/dco.htm>
- Facilitate connections with Social Security District Managers.
  - In-service training opportunities with SSA staff for your program and vice-versa.
  - Present at state annual SHIP/SMP trainings.
  - Direct assistance with complex cases.
  - Outreach opportunities for SHIP referrals.

# Working with Non-Federal Partners

## Non-Grant Partners

- AARP
  - Volunteers
  - Mutually beneficial
  - Statewide and local partnerships
- State Medicaid Office
- National Association of Insurance Commissioners
  - State DOIs
- Medicare Rights Center
- State Units on Aging
- State Attorney General's Office

# Working with Non-Federal Partners

## Grant-Based Partners

- National Council on Aging (NCOA)
  - LIS/MSP Data
- USAging
  - Area Agencies on Aging (AAAs)
- ADvancing States
  - State Agency and Disability Agency Profiles
- SHIP TA Center
- SMP Resource Center

# Grant Limitations & Parameters

**Lobbying:** Recipients of federal funds are not allowed to use said federal funds to lobby federal, state, or local officials or their staff to receive additional funding or influence legislation.

- Specifically, grantees cannot use federal funds to:
  - Influence an officer or employee of any agency or Congressional member/staff regarding federal awards;
  - Influence an election, contribute to a partisan organization, or influence enactment or modification of any pending federal or state legislation; or
  - Influence federal, state, or local officials or legislation.

# Opportunities

**Education:** Providing factual information on a program/policy is allowed as long as you are not attempting to influence legislation or funding.

- **Coalition building:** Among governments, nonprofits, the private sector, and community members to discuss problems and share ideas and best practices.
- **Education campaigns:** Factually explaining the advantages and disadvantages of public policies or programs
- **Invitation to testify:** Providing, at the request of the government or legislative body, technical or factual presentation of information to decision-makers

# State Opportunity to Educate

- If your program is housed within a government agency, the agency likely has a State legislative liaison.
- Provide program brochures for distribution.
- Offer support to constituents with Medicare questions and issues.
- Elected officials love data but keep it brief.
  - # of Medicare beneficiaries
  - # served by your program
  - LIS/Extra potentially-eligible
  - \$ saved by Medicare beneficiaries

# State Opportunity to Educate

**Invite agency heads and elected officials to events that share similar missions and/or support similar demographics.**

## **SMP:**

- Scam Jams: AG, Insurance Commissioner, and Secretary of State share mission in fighting fraud.

## **SHIP:**

- County outreach events: State Senators and Representatives, County Commissioners, Mayors, etc.