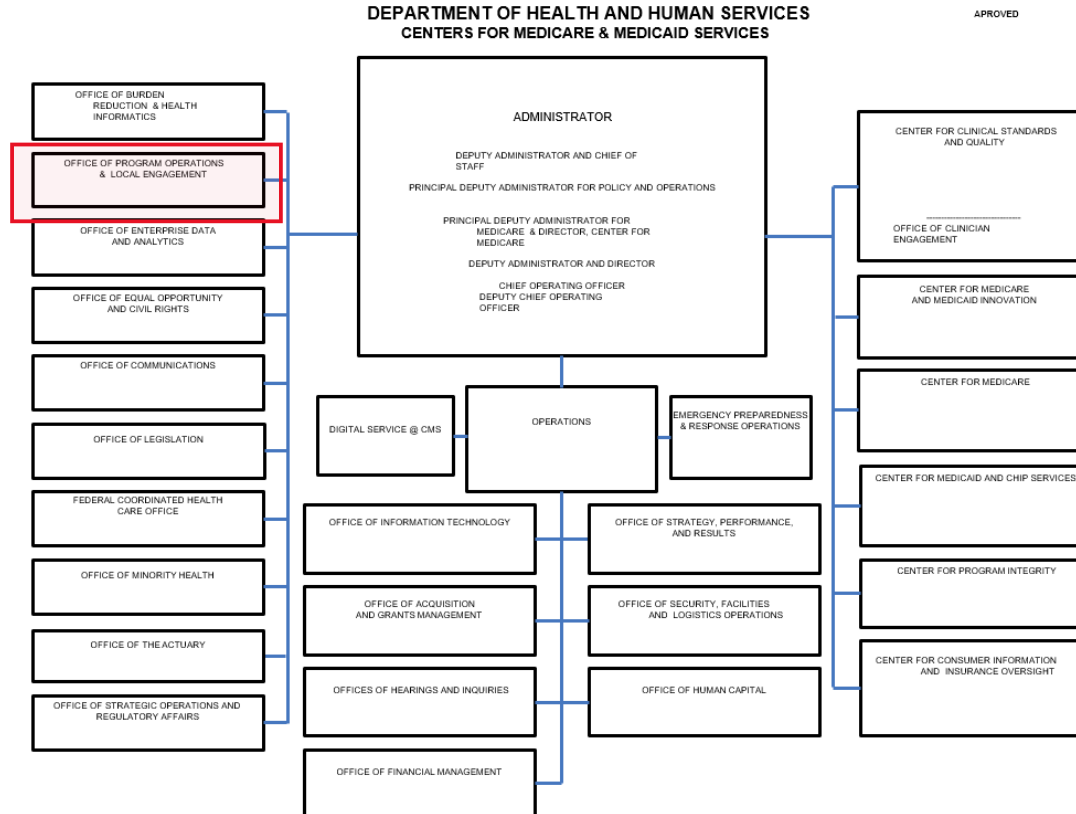




John Hammarlund
September 19, 2023



OPOLE Organizational Chart

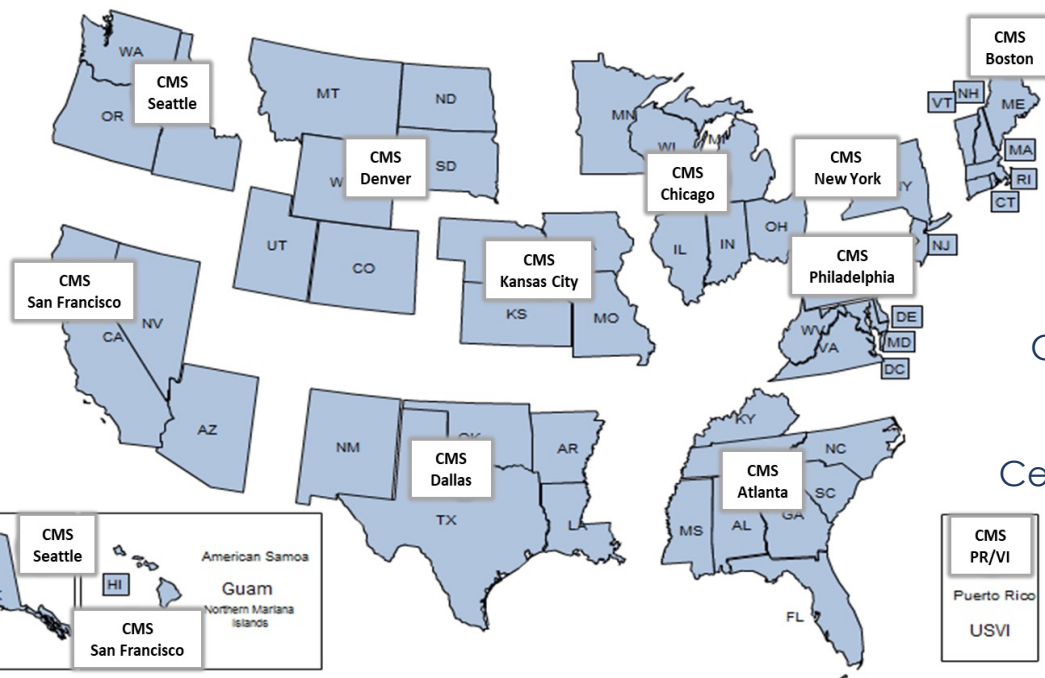


* Acting

Local offices serve as Collaboration Hubs



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



Regional Office Composition:

Office of Program Operations & Local Engagement (OPOLE)

Center for Medicaid & CHIP Services (CMCS)
Medicaid & CHIP Operations Group

Center for Clinical Standards & Quality (CCSQ)
Survey Operations Group

Several other components have regionally based staff (e.g. CPI, CM, OC)

Vision:

Extraordinary staff provide the finest level of service to beneficiaries and consumers, constantly focusing on ways to improve the customer experience and advance program innovation, while effectively collaborating with stakeholders and working with integrity and accountability as we serve the public.

Mission:

We provide service to millions of CMS beneficiaries & consumers, giving a voice to stakeholders in CMS policy, program development, innovation and implementation. We protect the Nation's trust funds through high quality standards as we uphold the requirements of CMS programs.

Values:

Stakeholder Engagement, Teamwork, Accountability, Collaboration, Innovation, and Excellence

OPOLE's Goals



Increase cohesion & integration

across program component regional operations and with program centers and external partners



Achieve **high performance for customer service** in quality, integrity, consistency, and timeliness

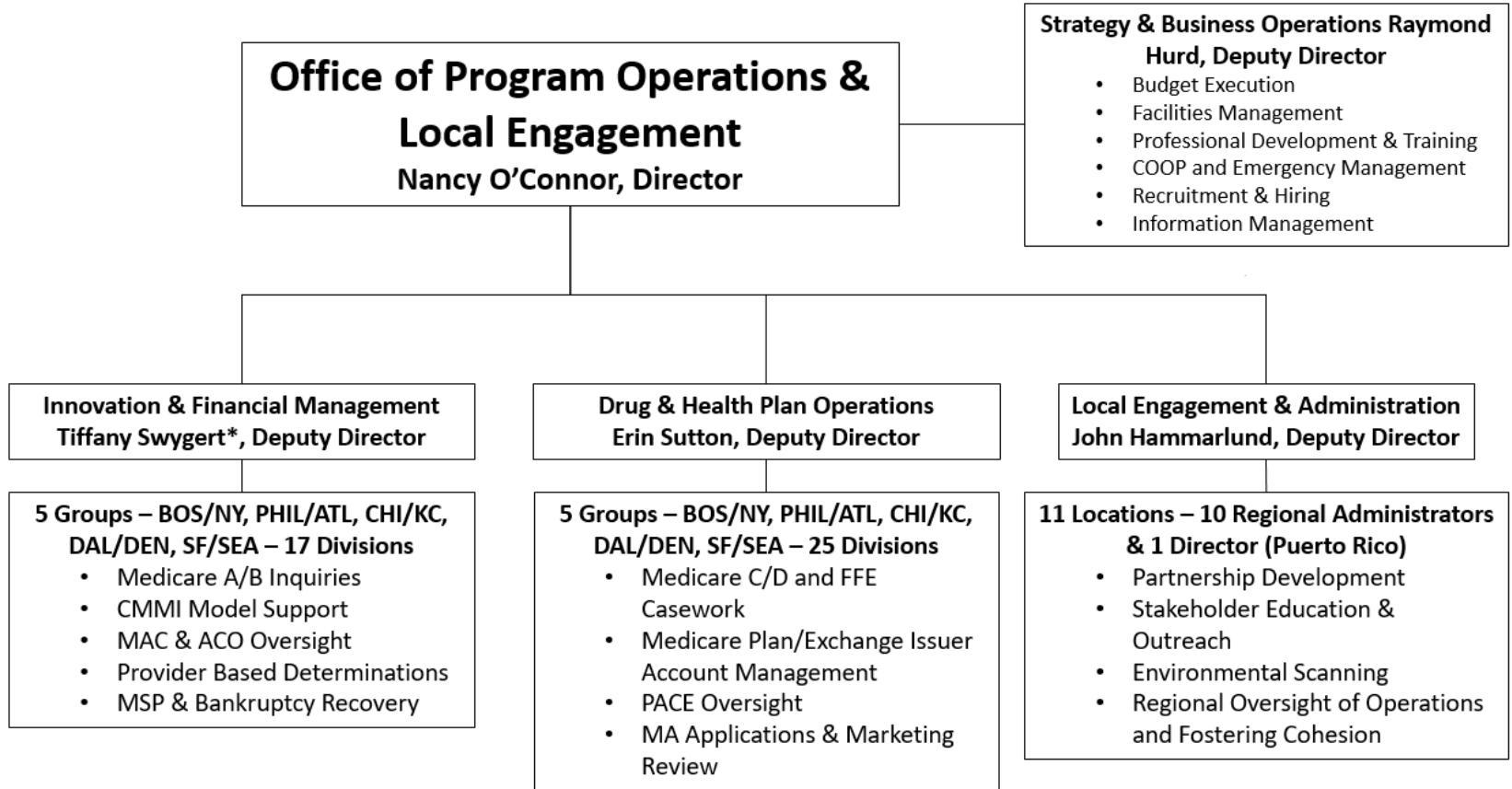


Conduct local outreach and education to strengthen customer understanding of Agency policies and initiatives and gather stakeholder input



Monitor implementation of and provide oversight to CMS contractors to assure compliance with CMS policies and regulations

OPOLE Organizational Chart



* Acting

OPOLE Executive Leadership



Nancy O'Connor
OPOLE Director
CMS Philadelphia



Tiffany Swygert
Deputy Director, Innovation &
Financial Management
CMS Chicago



John Hammarlund
Deputy Director, Local
Engagement & Administration
CMS Seattle



Ray Hurd
Deputy Director, Strategy &
Business Operations
CMS Boston



Erin Sutton
Deputy Director, Drug & Health
Plan Operations
CMS Philadelphia

OPOLE's Four Pillars



Innovation & Financial Management (IFM)

Ensures consistent policy implementation and program compliance for Medicare Parts A/B, and the fiscal integrity of Medicare Parts A/B, and related innovation programs (e.g. Medicare Shared Savings Program, Accountable Care Organizations).

Drug & Health Plan Operations (DHPO)

Ensures consistent policy implementation and program compliance for Medicare Parts C/D, Program of All-Inclusive Care for the Elderly (PACE), Medicare-Medicaid Plans (MMPs), and Federally-Facilitated Exchange health plans.

Local Engagement & Administration (LEA)

Responsible for educating and listening to local consumers, providers, and other stakeholders regarding CMS' policies, initiatives, and programs. Gathers and reports feedback to inform future policy-making and messaging. Regional Administrators are also responsible for fostering regional office cohesion.

Strategy & Business Operations (SBO)

Provides direction and technical expertise in the areas of budget planning and execution, personnel functions, and crosscutting OPOLE business operations. SBO also spearheads continuous improvement activities, emergency response, continuity of operations, FOIA and Executive Correspondence.

Innovation & Financial Management (IFM)

Functions and 2022 Accomplishments

Contract Oversight

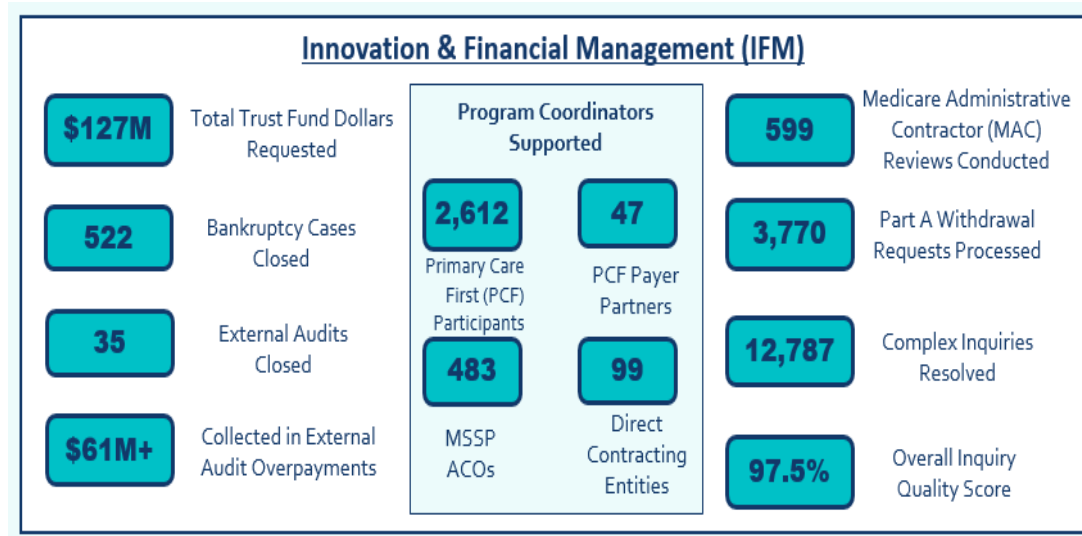
Beneficiary & Provider Inquiries

ACO Coordinators & Innovation Models

Program Integrity

Fiscal Stewardship & Financial Management

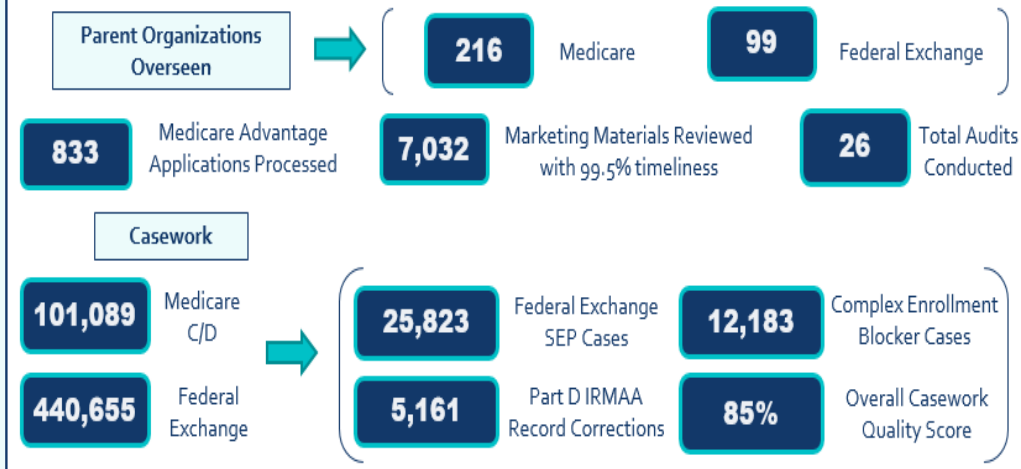
External Audits Resolution



Drug & Health Plan Operations (DHPO)

Functions and 2022 Accomplishments

Drug & Health Plan Operations (DHPO)



Medicare Plan & Exchange Issuer Oversight

Casework Handling & Resolution

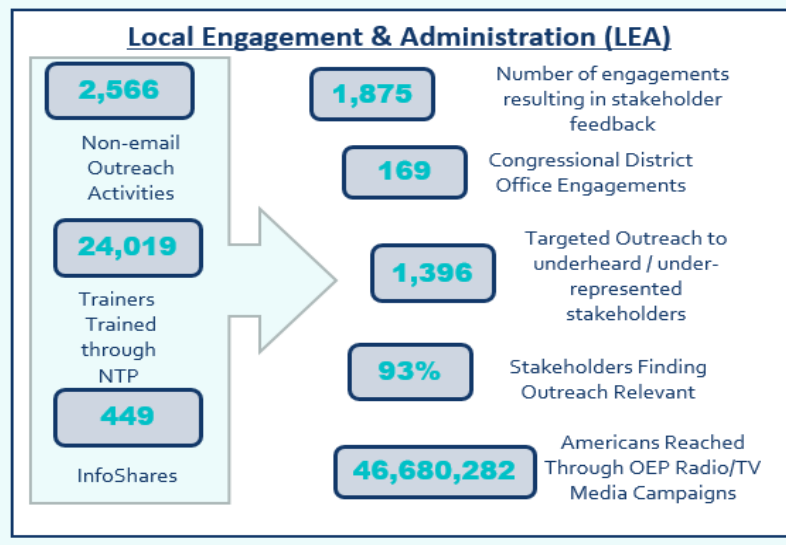
Medicare Advantage Applications & Plan Network Reviews

Medicare Plan & PACE Audits

Liaison with State Regulators

Medicare Plan Marketing Material Approvals

Local Engagement & Administration (LEA) Functions and 2022 Accomplishments



External Partnership Building

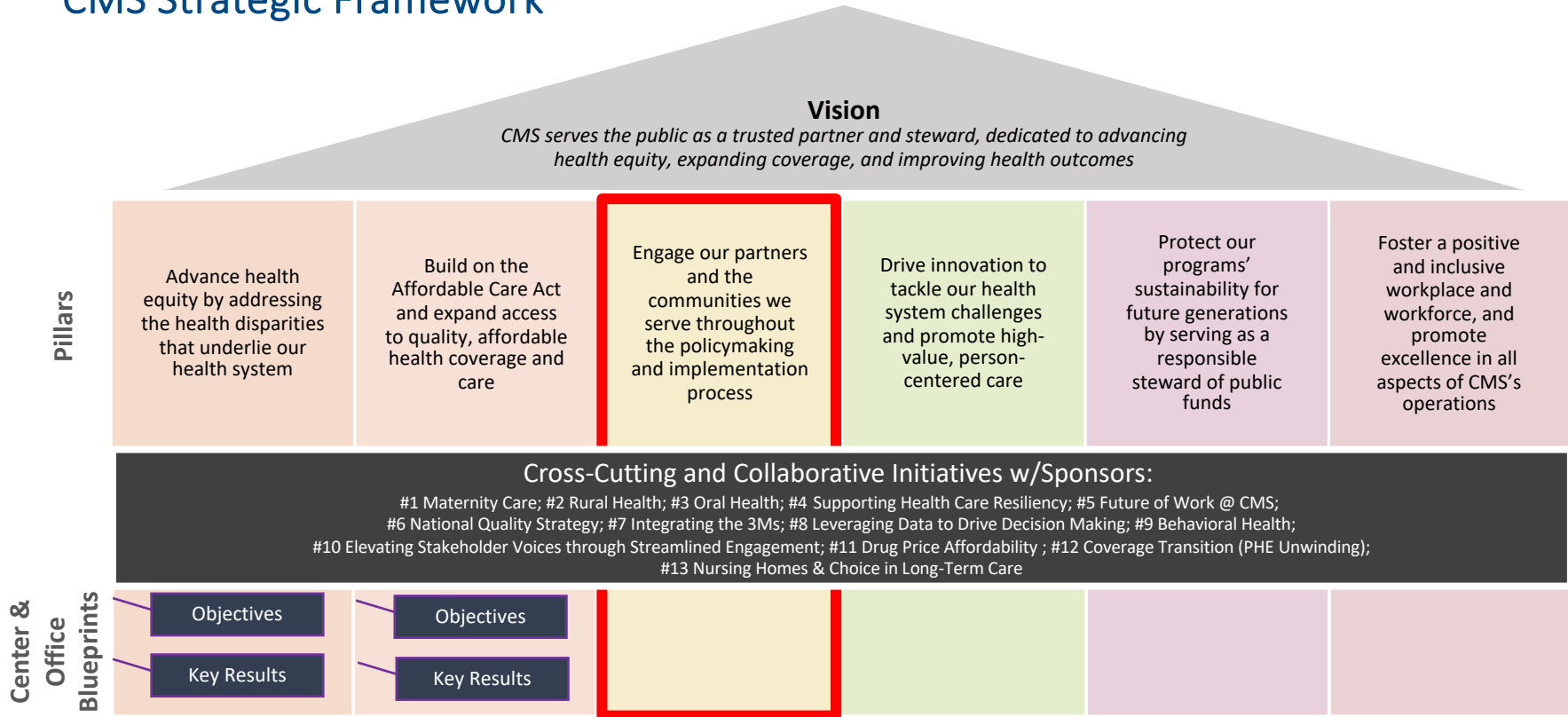
Consumer Education

Local Stakeholder Outreach

Situational Awareness

Promote Cohesion in Regional Locations

CMS Strategic Framework



OPOLE/LEA is a center of excellence for . . .



- Outreach and education on all CMS topics
 - Building partnerships
 - Environmental scanning
 - Elevating local stakeholders' and partners' stories to CMS decisionmakers to inform future policies and initiatives
-
- ✓ *It's our goal to tell stakeholders what we believe they need to know, timely and accurately.*
 - ✓ *An equally important goal: We listen to our stakeholders and transmit key situational awareness to our HQ colleagues.*

