

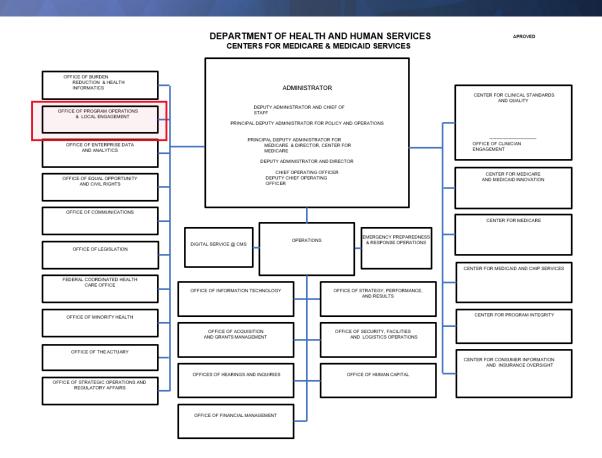
John Hammarlund September 19, 2023





# **OPOLE Organizational Chart**

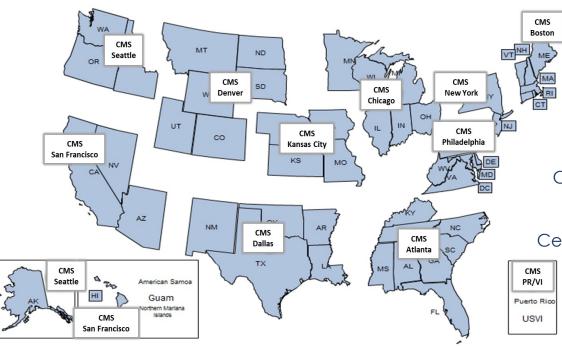




# Local offices serve as Collaboration Hubs



# 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**





Nancy O'Connor, Director

### Strategy & Business Operations Raymond Hurd, Deputy Director

- Budget Execution
- Facilities Management
- Professional Development & Training
- COOP and Emergency Management
- Recruitment & Hiring
- Information Management

Innovation & Financial Management Tiffany Swygert\*, Deputy Director

### 5 Groups – BOS/NY, PHIL/ATL, CHI/KC, DAL/DEN, SF/SEA – 17 Divisions

- Medicare A/B Inquiries
- CMMI Model Support
- MAC & ACO Oversight
- Provider Based Determinations
- MSP & Bankruptcy Recovery

Drug & Health Plan Operations Erin Sutton, Deputy Director

### 5 Groups – BOS/NY, PHIL/ATL, CHI/KC, DAL/DEN, SF/SEA – 25 Divisions

- Medicare C/D and FFE Casework
- Medicare Plan/Exchange Issuer Account Management
- PACE Oversight
- MA Applications & Marketing Review

Local Engagement & Administration John Hammarlund, Deputy Director

### 11 Locations – 10 Regional Administrators & 1 Director (Puerto Rico)

- Partnership Development
- Stakeholder Education & Outreach
- Environmental Scanning
- Regional Oversight of Operations and Fostering Cohesion

# **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** 

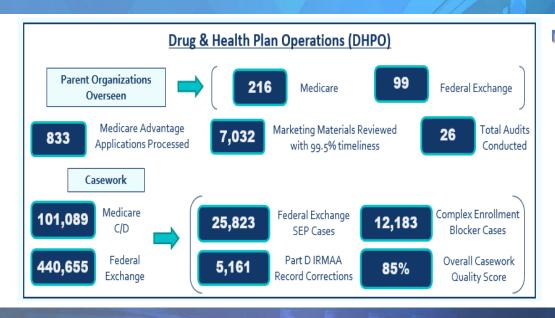
Fiscal Stewardship & Financial Management

**External Audits Resolution** 

### Innovation & Financial Management (IFM) Medicare Administrative **Program Coordinators** Total Trust Fund Dollars \$127M 599 Contractor (MAC) Supported Requested Reviews Conducted 2,612 Part A Withdrawal Bankruptcy Cases 3,770 522 Requests Processed Closed Primary Care PCF Paver First (PCF) Partners Participants External Audits Complex Inquiries 12,78 Closed 483 99 Resolved Direct Collected in External MSSP \$61M+ Contracting Overall Inquiry Audit Overpayments 97.5% ACO<sub>5</sub> Entities Quality Score



# Drug & Health Plan Operations (DHPO) Functions and 2022 Accomplishments



Medicare Plan & Exchange Issuer Oversight

**Casework Handling & Resolution** 

Medicare Advantage Applications & Plan Network Reviews

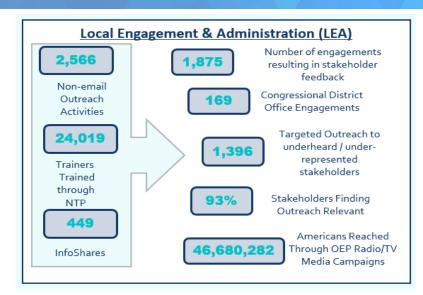
**Medicare Plan & PACE Audits** 

**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

### Vision

CMS serves the public as a trusted partner and steward, dedicated to advancing health equity, expanding coverage, and improving health outcomes

Advance health equity by addressing the health disparities that underlie our health system

Objectives

**Key Results** 

Build on the Affordable Care Act and expand access to quality, affordable health coverage and care

Engage our partners and the communities we serve throughout the policymaking and implementation process

Drive innovation to tackle our health system challenges and promote highvalue, personcentered care

Protect our programs' sustainability for future generations by serving as a responsible steward of public funds

Foster a positive and inclusive workplace and workforce, and promote excellence in all aspects of CMS's operations

### Cross-Cutting and Collaborative Initiatives w/Sponsors:

#1 Maternity Care; #2 Rural Health; #3 Oral Health; #4 Supporting Health Care Resiliency; #5 Future of Work @ CMS; #6 National Quality Strategy; #7 Integrating the 3Ms; #8 Leveraging Data to Drive Decision Making; #9 Behavioral Health; #10 Elevating Stakeholder Voices through Streamlined Engagement; #11 Drug Price Affordability; #12 Coverage Transition (PHE Unwinding);

#13 Nursing Homes & Choice in Long-Term Care

Blueprints Center & Office

**Key Results** 

Objectives

# 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.

# CENTERS FOR MEDICARE & MEDICAID SERVICES