

Save the Date: March 9, 2021 Webinar | Perspectives on Ombudsman Programs Serving Dually Eligible Individuals: Services Offered and Value Added

Join us for an Integrated Care Resource Center (ICRC) webinar **Perspectives on Ombudsman Programs Serving Dually Eligible Individuals: Services Offered and Value Added** be held on **March 9, 2021 from 12:30-1:45 pm ET**.

This webinar will provide an overview of the role of ombudsman programs in integrated care programs serving dually eligible individuals. Using the ombudsman programs developed for the demonstrations under the Financial Alignment Initiative as an example, the webinar will examine ways that states have structured these programs, the types of supports that they can offer, and the value they provide to both consumers and state Medicaid agencies.

Learning Objectives: By the end of this presentation, attendees should be able to:

- Describe the supports offered to dually eligible individuals through ombudsman programs;
- Understand different options for structuring ombudsman programs serving dually eligible individuals and the potential benefits and challenges of each; and
- Understand the benefits of ombudsman programs to dually eligible consumers and state Medicaid agencies.

Speakers

- **Nancy Archibald**, Integrated Care Resource Center
- **Teresa Teeple**, Ombudsman Systems Liaison, Ohio Office of the State Long-Term Care Ombudsman
- **Jack Dailey, JD**, Director of Policy and Training/Coordinator of Health Consumer Alliance, Legal Aid Society of San Diego
- **Malinda Ellwood, JD**, Senior Manager, Member Engagement, MassHealth
- **Dustin Welch**, Program Coordinator II, South Carolina Department of Health and Human Services

Who Should Attend: This webinar is targeted to state Medicaid staff involved in developing managed care programs – including managed long-term services and supports programs or integrated Medicare-Medicaid programs – to help them understand the full range of beneficiary needs and how beneficiary supports like ombudsman programs can make valuable contributions to these efforts.

Register for the Webinar: https://chcs.zoom.us/webinar/register/WN_4EYbIZA2SVKKcKPC00Y98Q

Please feel free to forward this invitation to interested colleagues. The full agenda will be shared prior to the webinar. Please contact Danielle Perra at dperra@chcs.org with questions.

ABOUT THE INTEGRATED CARE RESOURCE CENTER

The Integrated Care Resource Center is a national initiative of the Centers for Medicare & Medicaid Services to help states improve the quality and cost-effectiveness of care for individuals dually eligible for Medicare and Medicaid. The state technical assistance activities are coordinated by Mathematica and the Center for Health Care Strategies. For more information, visit www.integratedcareresourcecenter.com.