

The CMS Medicare-Medicaid Coordination Office (MMCO) is pleased to announce the following training opportunity:

Webinar 2: Recruiting Members and Supporting Participation in Plan Governance

Date/Time: Tuesday, March 5, 2019, 12:30 – 2:00 PM EST

Registration Link:

https://www.resourcesforintegratedcare.com/MemberEngagement/2019_ME_Webinar_Series/Recruiting_Members_and_Supporting_Participation_in_Plan_Governance

Member engagement in plan governance plays a significant role in shaping the development and refinement of plan policies and procedures that address the needs, preferences, and values of members and their families and caregivers.¹ The first webinar of this series, [*Successfully Engaging Members in Plan Governance*](#), covered strategies for engaging members in plan governance and the positive impact member engagement can have on plans.

This second webinar in the series will focus on recruiting members who represent diverse experiences and supporting member participation to ensure feedback is robust and useful. Specifically, this webinar will share strategies for recruiting members who have the capacity, skills, time, and motivation to engage in plan governance activities. It will also provide promising practices for supporting members to overcome barriers to regular and meaningful participation. Speakers will provide lessons from their work recruiting, supporting, and training members participating in a variety of governance bodies, including advisory councils and governing boards. Finally, individual members will share their first-hand experiences as participants in these bodies and offer their insights on how to identify, motivate, and support people with complex health and social needs.

By the end of this webinar, participants should be able to:

1. Recognize strategies health plans use for recruiting a diverse group of members for roles in plan governance;
2. Identify approaches for addressing logistical barriers to member engagement by providing transportation, stipends, or other supports; and
3. Describe strategies for supporting effective member participation through training and creating an environment that encourages members to offer insights.

Featured Speakers:

- Ken Pariseau, Neighborhood Health Plan of Rhode Island
- Consumer Member, Neighborhood Health Plan of Rhode Island Advisory Committee
- MaCayla Arsenault, Central Oregon Health Council
- Consumer Member, Central Oregon Health Council Advisory Council

¹ Centers for Medicare & Medicaid Services. (n.d.). Person & Family Engagement Strategy: Sharing with Our Partners. Retrieved from <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/Person-and-Family-Engagement-Strategy-Summary.pdf>

Intended Audience:

This webinar is intended for staff of Medicare-Medicaid plans (MMPs), Dual Eligible Special Needs Plans (D-SNPs), and PACE organizations who are interested in engaging members in plan governance through consumer advisory committees or other strategies.

CE credit information:**Accreditation**

- The Centers for Medicare & Medicaid Services (CMS) is accredited by the International Association for Continuing Education and Training (IACET) to offer continuing education (CE) credit.

Continuing Education Credit

- **The Centers for Medicare & Medicaid Services (CMS)** – CMS is evaluating this activity for CE credit. The number of credits awarded will be calculated following the activity based on the actual learning time. Final CE information on the amount of credit will be available to participants within the Learning Management System (LMS) after the live activity.

Individuals are strongly encouraged to check with their specific regulatory boards or other agencies to confirm that courses taken from these accrediting bodies will be accepted by that entity.

PLEASE NOTE:

- Webinar participants seeking CE credit should only claim credit commensurate with the extent of their participation in the activity.
- A score of at least 80% on the post-test must be achieved in order to obtain CEUs.
- Estimated time to participate in the webinar: 1.5 hours including introductory information and interactive Q&A.
- Participants will be led through the following requirements after signing into and participating in the webinar:
 - Read the learning objectives and faculty disclosures
 - Participate in the webinar
 - Complete the post-test and program evaluation form

Registration Information:

After clicking the registration link hosted on <https://www.resourcesforintegratedcare.com> and completing the registration form, you will receive an email from do_not_reply@on24event.com containing event log-on information. The email also contains an attachment that, when opened, will save the event log-on information to an Outlook calendar.

On the day of the live event, please use the web link to join the webinar. You can access the platform using a computer, smart phone, or tablet. The audio portion of the presentation will automatically stream through your computer/device speakers. Please make sure that the volume on your speakers is turned up. Phone dial-in information will also be available during the live event if you are unable to listen to the audio through the computer/device speakers.

For individuals that will be **away** from a computer, smart phone, or tablet on the day of the live webinar event, please email us at RIC@lewin.com to request dial-in information.

Resources for Integrated Care (RIC) develops and disseminates technical assistance and actionable tools for providers of beneficiaries dually eligible for Medicare and Medicaid based on successful innovations and care models. The RIC website features additional resources and tools for providers and health plans, available at <https://www.resourcesforintegratedcare.com>. RIC is supported by the CMS Medicare-Medicaid Coordination Office.

Please contact RIC@lewin.com or Gretchen.nye1@cms.hhs.gov with any questions.