

The next CMS New Medicare Card Open Door Forum scheduled for:

Date: Thursday September 13, 2018

Start Time: 2:00 PM Eastern Time (ET);

Please dial-in at least 15 minutes before call start time

Conference Leaders: Lois Serio (Office of Information Technology) and Jill Darling (Office of Communications)

****This Agenda is Subject to Change****

I. Opening Remarks

Chair – Lois Serio, (OIT)

Moderator – Jill Darling (OC)

II. Announcements & Updates

- New Medicare Card Project Update
 - [New Medicare Beneficiary Identifier \(MBI\) Get It, Use It](#)

III. Open Q&A

****DATE IS SUBJECT TO CHANGE****

Next ODF: TBD

This Open Door Forum is not intended for the press, and the remarks are not considered on the record. If you are a member of the Press, you may listen in but please refrain from asking questions during the Q & A portion of the call. If you have inquiries, please contact CMS at Press@cms.hhs.gov. Thank you.

Open Door Participation Instructions:

This call will be Conference Call Only.

To participate by phone:

Dial: 1-800-837-1935 & Reference Conference ID: 7692637

Persons participating by phone do not need to RSVP. TTY Communications Relay Services are available for the Hearing Impaired. For TTY services dial 7-1-1 or 1-800-855-2880. A Relay Communications Assistant will help.

Encore: 1-855-859-2056; Conference ID: 7692637

Encore is an audio recording of this call that can be accessed by dialing 1-855-859-2056 and entering the Conference ID. Encores for ODFs held on Thursdays can be accessed the following Monday. The recording is available for 3 business days.

For ODF schedule updates and E-Mailing List registration, visit our website at

<http://www.cms.gov/OpenDoorForums/>.

**The Provider Ombudsman for the New Medicare Card serves as a CMS resource for the provider community. The Ombudsman will ensure that CMS hears and understands any implementation problems experienced by clinicians, hospitals, suppliers and other providers. Dr. Eugene Freund will be serving in this position. He will also communicate about the New Medicare Card to providers, and collaborate with CMS components to develop solutions to any implementation problems that arise. To reach the Ombudsman, contact:
NMCPProviderQuestions@cms.hhs.gov.

The Medicare Beneficiary Ombudsman and CMS staff will address inquiries from Medicare beneficiaries and their representatives through existing inquiry processes. Visit Medicare.gov for information on how the Medicare Beneficiary Ombudsman can help you**

Thank you.