



**National Medicare Education Program (NMEP) Webinar  
Wednesday, March 29, 2017  
1:00 p.m. to 2:30 p.m. EST**

**Participant Dial in Number: 1-800-837-1935, Conference ID: 70817208**

**Webinar Link: <https://webinar.cms.hhs.gov/nmep03292017/>**

**Please join the Audio and Webinar Call**

### **Welcome and Opening Remarks**

*Susie Butler, Director, Partner Relations Group, Office of Communications, CMS*

### **Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO)**

*Elena Krafft, Outreach specialist with KEPRO*

Providing information and assistance to provider, patients and families regarding beneficiary complaints, discharge appeals and immediate advocacy

### **Health Care Fraud Trends**

*Tamala Miles* Inspector, Investigations Unit, OIG CMS Liaison

The presentation will cover common and emerging health care fraud trends including specialty topics such as Medical identity theft, criminal enterprises, and the use of data analytics to detect, investigate, and prevent fraud.

### **Medicare and You Handbook**

*Erin Pressley, Director of Creative Services Group, Office of Communications*

Overview of the Medicare & You Handbook.

### **Questions and Answers**

### **Closing & Adjourn**

*Susie Butler, Director, Partner Relations Group, Office of Communications, CMS*

Please email [PARTNERSHIP@cms.hhs.gov](mailto:PARTNERSHIP@cms.hhs.gov) if you have any questions.