

Statewide Mandatory Ombudsman Training
December 5-7, 2017
701 W. 51st Street, Winters Building, Public Hearing Room
Austin, Texas 78751

Agenda

| DAY 1 – Tuesday, December 5, 2017 | |
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| 12:30 pm – 12:55 pm | Registration |
| 1:00 pm – 1:25 pm | Welcome – <i>Patty Ducayet, State Long-term Care Ombudsman</i> |
| 1:25 pm – 1:45 pm | Introductions – <i>Patti Durham, Office Manager</i> |
| 1:45 pm – 2:05 pm | Help Others Find a Long-term Care Facility – <i>Pat Borgfeldt, Ombudsman Developer</i> |
| 2:05 pm – 2:15 pm | Where in the World is...? <i>Pat Borgfeldt</i> |
| 2:15 pm – 2:35 pm | Office of the Ombudsman – <i>Joel Schwartz, Director, Health and Human Services Office of the Ombudsman</i> |
| 2:35 pm – 2:55 pm | <i>Break</i> |
| 2:55 pm – 3:15 pm | Ombudsman Managed Care Assistance Team (OMCAT) – <i>Paige Marsala, Manager Ombudsman Managed Care Assistance Team</i> |
| 3:15 pm – 4:15 pm | Compassion Fatigue – <i>Joel Schwartz</i> |
| 4:15 pm – 5:00 pm | Survey Says – <i>Pat Borgfeldt</i> |
| 5:00 pm | <i>Adjourn</i> |
| <i>Meet & Greet New Friends and Old</i> | |
| DAY 2 – Wednesday, December 6, 2017 | |
| 8:30 am – 9:45 am | Understanding the Managed Care System – <i>Camisha D. Banks, Senior Manager, Managed Care Compliance & Operations, Sylvia Salvato, Manager, Medicaid/CHIP Policy & Program Development; Veronica Neville, Program Specialist, Policy and Program Development, and Mike Osborne, Senior Manager, Managed Care Compliance & Operations</i> |
| 9:45 am – 10:15 am | Texas Association of Health Plans - <i>Colleen Grace, Director of Health Plan Operations, Texas Association of Health Plans</i> |
| 10:15 am – 10:30 am | <i>Break</i> |
| 10:30 am – 12:00 pm | Panel - Working with the Managed Care Organizations & Problem Solving – <i>Colleen Grace, TAHP; Bob Kalin, LNFA, M. Ed., Molina; Dalia Aguayo, Superior; Ruby Silva, Cigna HealthSprings; Lisa Wright, UnitedHealthcare; Jessica McFarlin, Amerigroup</i> |

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| 12:00 pm – 1:15 pm | <i>Lunch</i> |
| 1:15 pm – 2:30 pm | Assisted Living Policy Updates – <i>Jennifer Morrison, Manager, (Regulatory) Policy, Rules, and Training and Julie Porter, Assisted Living Ombudsman</i> |
| 2:30 pm – 2:50 pm | <i>Break</i> |
| 2:50 pm – 4:15 pm | PASRR <i>Cathy Belliveau, Quality Monitoring and Training Lead, IDD PASRR Unit and Valerie Krueger, Mental Health PASRR Program Specialist, Adult Mental Health Program Services</i> |
| 4:15 pm – 4:25 pm | Hurricane Harvey – <i>Lisa Hayes, MLO, Houston-Galveston AAA</i> |
| 4:25 pm to 4:40 pm | 2017 Residents’ Rights Luncheon – <i>Carolyn Torres, MLO, Permian Basin AAA and Patty Ducayet</i> |
| 4:40 pm to 5:00 pm | Ombudsman Database Update – <i>Patty Ducayet</i> |
| 5:00 pm | <i>Adjourn</i> |
| DAY 3 – Thursday, December 7, 2017 | |
| 8:30 am – 9:00 am | Joint Training Overview - <i>Lisa Grant Davis, Manager, Joint Training Unit</i> |
| 9:00 am – 10:00 am | Regulatory Services Updates – <i>Linda Lothringer, Director III, Regulatory Services, Survey Operations</i> |
| 10:00 am – 10:20 am | <i>Break</i> |
| 10:20 am – 11:30 pm | Medicare in Long-term Care – <i>Janet Barker, Program manager, Area Agency on Aging of the Capital Area (AAACAP); Josephine Tee, Benefits Counselor, AAACAP; Amalia Terrazas, Benefits Counselor, AAACAP</i> |
| 11:30 pm – 12:00 pm | Closing Comments and Q&A – <i>Patty Ducayet</i> |
| 12:00 pm | <i>Adjourn</i> |