



BEYOND QIO:
**MODELING A MEDICARE BENEFICIARY COMPLAINT
PROCESS FOR QUALITY OF CARE**

*A working conference convened by the Center for Medicare Advocacy, Inc.
Supported by the Commonwealth Fund, a New York City-based private foundation, and AARP*

January 19, 2007

CONFERENCE AGENDA

8:30 a.m. Continental Breakfast

9:00 a.m. Introductions and Conference Overview

Judith A. Stein, Esq., Executive Director, Center for Medicare Advocacy, Inc.

Session I

Moderator: Sally Hart, Esq., Consulting Attorney, Center for Medicare Advocacy, Inc.

**Overview and Background:
The Current System, Problems, Concerns and Prospects for Reform**

9:15 a.m. Overview of QIO Beneficiary Quality of Care Complaint Process

Sally Hart, Esq.

9:45 a.m. Presentation of the Medical Perspectives Background Paper

Peter A. Hollmann, M.D., Medical Director, Blue Cross and Blue Shield of RI

10:30 a.m. Questions and Dialogue

10:45 a.m. Break



11:00 a.m. Presentation of the Legal Perspectives Background Paper

Diane E. Hoffmann, Esq., Professor of Law, Associate Dean for Academic Programs; Director, Law and Health Care Program; University of Maryland School of Law

Virginia Rowthorn, Esq., Coordinator for Law and Health Care Program, University of Maryland School of Law

11:45 a.m. Questions and Discussion

Session II

Lunch and Discussion Session

Moderator: Toby S. Edelman, Esq., Senior Policy Attorney,
Center for Medicare Advocacy, Inc.

Who are Medicare Beneficiaries & How Do They View Quality Of Care?

12:00 p.m. Gather for Lunch

12:15 p.m. What Beneficiaries Know about Quality, What the Research and Literature Show

Joyce Dubow, Senior Advisor, AARP Policy and Strategy

12:30 p.m. **Perspective:** A Minority Medical/Social Service Provider from an Urban Setting

Ho Luong Tran, M.D., M.P.H., President & CEO, Asian & Pacific Islander American Health Forum

12:40 p.m. **Perspective:** A Legal Service Provider from a Large, Diverse Urban Setting

Diane Paulson, Esq., Senior Attorney, Medicare Advocacy Project, Greater Boston Legal Services

12:50 p.m. Questions and Discussion

1:00 p.m. Break



Session III

Moderator: Alfred J. Chiplin, Jr., Esq., Senior Policy Attorney, Managing Attorney,
Center for Medicare Advocacy, Inc.

Alternatives to the Current Approach of QIOs Handling Medicare Beneficiary Quality of Care Complaints¹

- 1:15 p.m.** What is the Purpose of a Process for the Review of Beneficiary Quality of Care Complaints?
- 2:00 p.m.** What are the Components of a Quality of Care Complaint Review System?
- 2:45 p.m.** Break
- 3:00 p.m.** What are the Qualifications of Complaint Investigators and Decision-Makers?
- 3:30 p.m.** What Types of Entities Should Handle Complaints?
- 4:00 p.m.** Is there a Role for Alternative Dispute Resolution?

Session IV

Moderator: Judith A. Stein, Esq.

Wrap-Up and Next Steps

- 4:30 p.m.** Discussion and Summary of Consensus
- 4:45 p.m.** Cataloging of Issues for Further Discussion
- 5:00 p.m.** Adjourn

¹ The discussion questions that follow are a summary version of the questions that are set forth in our July 10, 2006, memorandum, "Potential Alternatives to the Current Approach of Quality Improvement Organizations (QIOs) Handling Medicare Beneficiary Quality of Care Complaints." The memorandum is included in the conference book immediately following the agenda.