National Medicare Advocates Alliance Call
Agenda for Monday, October 18, 2010 – 2:00 P.M., Eastern Time

Cultural Competency and Language Appropriateness in the
Provision of Medicare Services and Notices

Agenda
1. Welcome and housekeeping (Alfred Chiplin, CMA, Moderator)
2. Introduction of speakers and topic (Moderator)
3. Special topic presentation and Q&A* (Brad Plebani, CMA; Katharine Hsiao and Georgia Burke, NSCLC )
   a. Definitions
   b. General standards
   c. Standards in Medicare regulation and policy
   d. Impacts of the Affordable Care Act
   e. Practical application in Medicare program
   f. Remedies
4. General Medicare Q&A* (Moderator)
5. Legislative update
6. Litigation update
7. Wrap-up (Moderator)
   a. Issue Briefs on Center’s website
   b. Searchable Data Base
   c. Survey of Alliance members
   d. Next call

Reminder - the Center for Medicare Advocacy’s on-line ALJ/MAC database and other information is available at: http://www.medicareadvocacy.org/Projects/AdvocatesAlliance/AdvocatesAllianceMain.htm

* We strongly encourage your participation and discussion, including bringing your advocacy strategies, issues, and experiences into the conversation.

Call-in Number: 1 (888) 206-2266 • Pass Code: 1050263#

Please Note: We ask those calling from the same location to gather around one telephone. This frees up lines and holds down costs to the Center.

The December call is the last under our grant. We plan to hold non-funded calls in February and April 2011. We will then make a further assessment of what we are able to do. If you would like the Alliance calls to continue, please e-mail Judy Stein (jstein @ medicareadvocacy.org – remove spaces).