

Resources for Direct Involvement with CMS

- **Open Door Forums.** These free events/teleconferences provide an opportunity for live dialogue between CMS and the provider community at large, in order to understand and then help find solutions to contemporary program issues. Such issues may already exist or may be just developing within the various patient care settings impacted by agency regulations. Provider forum participants learn from each other's discussions, uncover useful clarifications regarding the different rules and instructions associated with coverage, coding, and payment, and generally become more of an asset to their office or facility's well being. The forums also proactively engage beneficiary advocates in discussions of the opportunities and challenges associated with supporting access, improving medical outcomes, lowering costs, and improving quality within CMS's programs. There are currently fourteen individual Open Door Forums being held regularly on a monthly, bimonthly or quarterly basis. CMS also continues to hold Special Forums throughout the year, to independently discuss new and important program topics. Each forum is chaired by a senior-level agency official and co-chaired by a CMS Regional Administrator. To register, visit <http://www.cms.hhs.gov/opendoor/>.
- **CMS Mailing Lists.** Those interested in receiving the latest news from CMS can subscribe to an electronic mailing list. The CMS_NMEPOVERALL mailing list features valuable information on partnership activities at CMS.
<http://www.cms.hhs.gov/maillinglists/default.asp?audience=6>
- **Conferences.** Find out about conferences taking place in your area on various Medicare-related topics. You can search for conferences by date and key word.
<http://www.cms.hhs.gov/events/>

Resources on the CMS Website

- **Outreach Toolkit on Medicare Prescription Drug Coverage.** This toolkit is designed to equip community-level organizations with the materials needed to provide clear, accurate information and assistance to their clients on the Medicare prescription drug coverage. The toolkit is developed with basic, straightforward information that can be easily conveyed to beneficiaries. It contains a presentation, handouts, fact sheets, an application for help with Medicare prescription drug costs, and a model Medicare prescription drug plan enrollment form. You can order hard copies of the toolkit or download it from the website.
<http://www.cms.hhs.gov/partnerships/tools/materials/medicaretraining/MPDCoutreachkit.asp>
- **Health Promotion Initiatives and Campaigns.** CMS makes available information that is used to inform people with Medicare about preventive benefits that are covered by the Medicare program and to encourage their use. This Web page includes information on bone mass measurement, colorectal cancer screenings, diabetes benefits, glaucoma screenings, healthy aging, an influenza campaign, a national mammography campaign, pap tests, and cervical and prostate cancer screenings.
<http://www.cms.hhs.gov/partnerships/tools/outreach/initiatives/default.asp>

- **State Medicaid Programs.** This Web page allows you to find out which Medicaid benefits are available in each state and the eligibility requirements for those benefits. The location and contact information for the state Medicaid office are also listed.
<http://www.cms.hhs.gov/medicaid/statemap.asp>
- **Training Resources.** CMS has developed Medicare & You, an interactive training course, which will enhance your knowledge of the overall Medicare program. There is also a Nutrition and Hydration Training designed for nursing home administrators and managers. These training modules can be downloaded to help train your staff.
<http://www.cms.hhs.gov/partnerships/tools/outreach/training/default.asp>
- **Publications.** CMS provides access to many publications, reports, and policy materials on various Medicare related topics in English, Spanish, Chinese, large print, and Braille.
<http://www.cms.hhs.gov/partnerships/tools/materials/publications/default.asp>
- **Materials.** CMS has developed free toolkits and other documents to assist with partner outreach. Examples include Prescription Drug Benefit and Medicare Advantage Programs Information, Preventive Benefits Outreach Materials, and Caregiver Resources.
<http://www.cms.hhs.gov/partnerships/tools/materials/default.asp>
- **HORIZONS Communication Toolkit.** This toolkit offers guidance and materials for developing and delivering culture and language-appropriate information about Medicare benefits, options, and resources. Through its HORIZONS project, CMS identified effective ways of reaching out to African American, Hispanic American, Asian American, and Pacific Islander beneficiaries who typically do not receive Medicare information through conventional channels. HORIZONS reflects CMS' commitment to improving outreach to the segments of these populations with the greatest barriers to receiving healthcare information due to language, literacy, location or culture. For each of these audiences, the toolkit contains: a communication guidebook; print products such as brochures, fact sheets, posters, and transit ads; and radio/TV/video scripts.
www.cms.hhs.gov/partnerships/tools/materials/horizons
- **American Indian/Alaska Native Information.** This Web page provides information about the administration of CMS's programs on behalf of American Indian/Alaskan Native (AI/AN) beneficiaries. It includes historical and basic information on a variety of AI/AN issues.
<http://www.cms.hhs.gov/aian/>
- **Medicare Modernization Act - Tribal Government Link.** This Web page contains preliminary information of interest to Indian Health leadership and will be updated regularly as CMS works with the Indian Health Service, the Tribal Technical Advisory Group and other partners on the implementation of Titles I and II.
<http://www.cms.hhs.gov/medicarerereform/pdbma/tribal.asp>
- **Tribal Technical Advisory Group.** The Tribal Technical Advisory Group (TTAG) is a group of elected tribal leaders, or an appointed representative from their area, who are nominated from the twelve areas of the Indian Health Service (IHS) delivery system. The TTAG serves as an advisory committee to CMS on important healthcare matters associated with the Medicare, Medicaid, and State Children Health Insurance Programs.
<http://www.cmsttag.org/>

Other Helpful Websites

- **Social Security Administration: Help with Medicare Prescription Drug Costs.** CMS and the Social Security Administration (SSA) are working together to provide persons with limited income and resources extra help paying for their prescription drugs. Social Security's role in this partnership is to help the public understand how they may qualify and apply. SSA's Web page is designed to provide information to organizations about SSA's Medicare Outreach products. The page features an online tool to help people decide if they qualify for help with Medicare prescription drug plan costs, a sample application for extra help, tips on completing it, and posters in multiple languages that can be downloaded.
<http://www.ssa.gov/organizations/medicareoutreach2/>
- **State Health Insurance Assistance Program (SHIP).** This national program offers one-on-one counseling and assistance to people with Medicare and their families. Through federal grants directed to states, SHIPs provide free counseling and assistance via telephone and face-to-face interactive sessions, public education presentations and programs, and media activities. Visitors can learn more about the SHIP program in their state or contact a SHIP counselor in their communities at <https://www.shiptalk.org>
- **U.S. Department of Health & Human Services.** The Department of Health and Human Services is the United States government's principal agency for protecting the health of all Americans and providing essential human services, especially for those who are least able to help themselves. HHS offers more than 300 programs, covering a wide spectrum of activities. This website features a comprehensive section on aging, which includes information for caregivers, data and statistics on older Americans, health insurance information, nursing homes and care facilities, safety and wellness information, and other resources for older Americans. www.hhs.gov
- **Health Center Locator:** This page on the Health Resources and Services Administration website identifies federally qualified health clinics throughout the country where people can receive free or low-cost healthcare services. You can search by geographic area, clinic name and location, program type, or type of service available. <http://ask.hrsa.gov/pc/>
- **State and County Quick Facts.** This page on the U.S. Census Bureau's website provides easy access to demographic information in states and counties throughout the U.S. By choosing a particular state, county, or city, you can determine the number of people over the age of 65 and the number of people with disabilities. You can also access data on income, and the presence of various racial and ethnic populations in that area.
<http://quickfacts.census.gov/qfd/>
- **Indian Health Service.** The Indian Health Service (IHS), an agency within the Department of Health and Human Services, is responsible for providing federal health services to American Indians and Alaska Natives. The IHS is the principal federal health care provider and health advocate for Indian people, and its goal is to raise their health status to the highest possible level. The IHS currently provides health services to approximately 1.5 million American Indians and Alaska Natives who belong to more than 557 federally recognized tribes in 35 states.
www.ihs.gov
- **Benefits Checkup.** BenefitsCheckUp is an online service that screens for federal, state and some local private and public benefits for older adults (ages 55 and over). It contains over 1,300 different programs from all fifty states, and the District of Columbia. On average there are 50 to 70 programs available to individuals per state. <http://www.benefitscheckup.org>