

Can They Do That? Webinar

Date and Time: **RESCHEDULED** for Tuesday, September 19, 2:30 p.m. – 4:00 p.m. Eastern Time

Due to the [CMS Medicare Open Enrollment 2017 Boot Camp](#) scheduled for 9/14/17 and SMP/SHIP feedback regarding plans to attend that event, the Can They Do That? Webinar (previously scheduled for Tuesday, September 14 at 1:00 p.m. Eastern Time) is now scheduled for Tuesday, September 19, at 2:30 p.m. Eastern Time.

Speakers:

- Maureen Kerrigan, Consortium of Medicare Health Plans, Centers for Medicare and Medicaid Services (CMS)
- Heather Flory, Training Manager, SMP Resource Center and SHIP Technical Assistance Center

Audience

This is a joint [SMP](#) and [SHIP](#) webinar intended for representatives responsible for counseling, outreach, beneficiary education, and/or complaint management.

Description

In this webinar, we will review existing acceptable (Okay) and unacceptable (Not Okay) Part C and Part D Plan marketing and education practices that may be seen by beneficiaries. We will also briefly review examples of the types of referrals that are made to CMS RO DOI Liaisons, as well as the SMP referrals processes and related resources for SMPs.

Registration is required!

[Click here to register](#)

In the “Last Name” field, also enter your two-letter state abbreviation if you are an SMP or SHIP (Smith – ST) or ACL if you are with ACL (Jones – ACL). This abbreviation will appear behind your name on the web event. After you register, you will receive a confirmation email with instructions for joining the session.

If you have already registered for this event, you do not need to re-register. The registration and access information provided previously has not changed. Please make sure your calendar reflects the new event date and time.

To add this session to your calendar program (Microsoft Outlook)

See the attachment in your confirmation email.

Access Instructions

For access instructions, see your calendar program, or [click here](#).

Tip: If you need closed captioning for this event, please contact the Center for instructions in advance (at least one business day prior to the event): info@smpresource.org.

Resources

Webinar resources are available in the SMP Resource Library (Tip: Search using the keyword “okay”). The PowerPoint presentation will be available one business day prior to the event. The recording will be available one business day following the event.

New to WebEx?

If this is one of your first web events hosted by the SMP Resource Center, please join 10-15 minutes early to allow the necessary software to download and to view WebEx tips. You may also [click here](#) to preview WebEx tips.