



The Medicare Beneficiary Ombudsman

*Catherine Rippey, Medicare Beneficiary
Ombudsman
National SMP/SHIP Conference
August 4, 2016*



Overview

- The Medicare Beneficiary Ombudsman
 - Role
 - Objectives

Role of the Medicare Beneficiary Ombudsman

- The Medicare Beneficiary Ombudsman was established by Congress to
 - Receive and respond to beneficiary inquiries and complaints
 - Work with partners to provide outreach and education to beneficiaries
 - Provide recommendations for improving the administration of Medicare
 - Report its activities to Congress¹

¹Social Security Act § 1808(c), 42 U.S.C. 1395b-9.

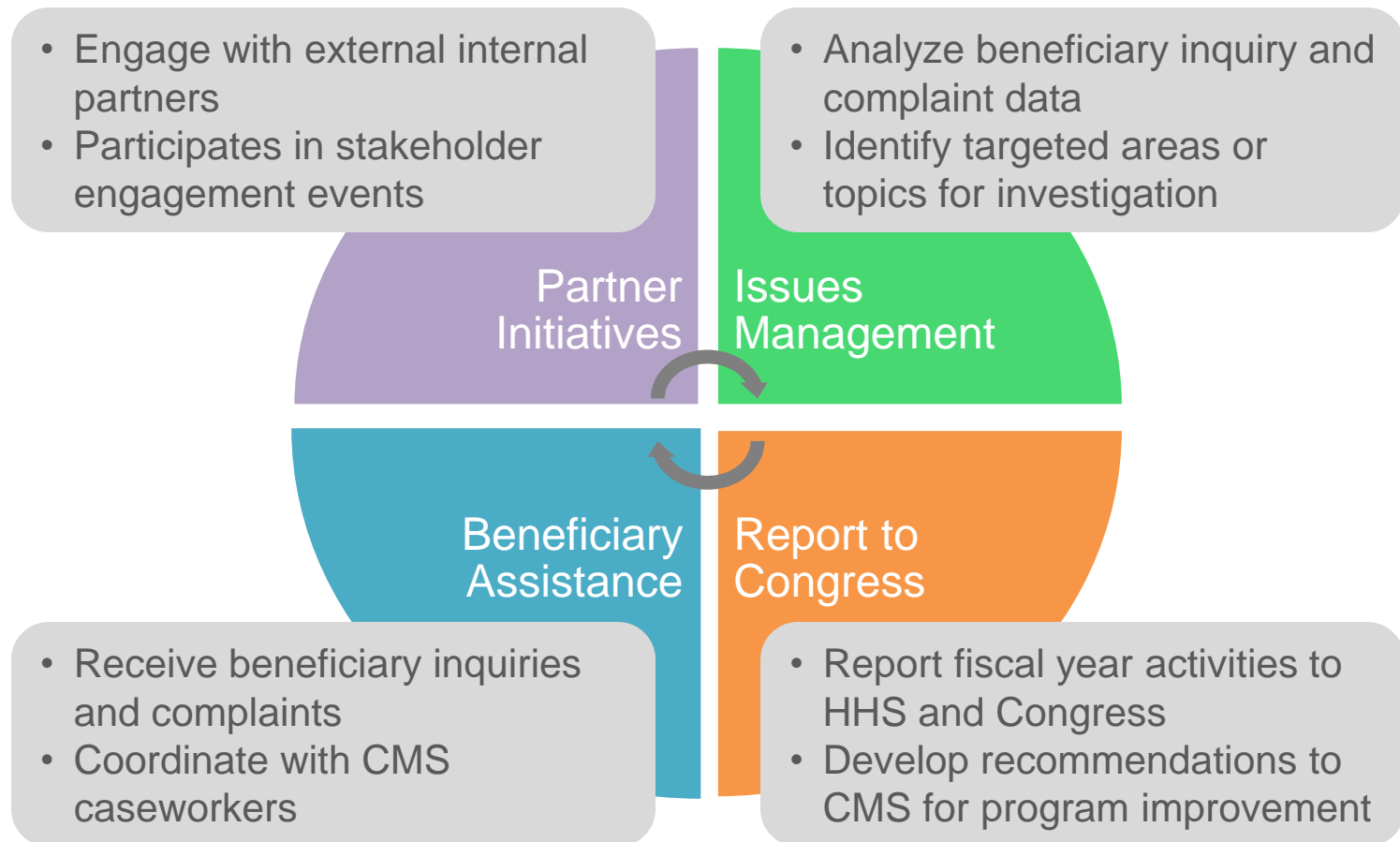
Objectives of the Medicare Beneficiary Ombudsman

- Focus on customer service approach
 - Advocate for fairness
 - Bring the beneficiary experience to the attention of internal policymakers
 - Serve as an objective, informed source of information and referrals
 - Assist in the resolution of beneficiary concerns

Objectives of the Medicare Beneficiary Ombudsman

- Focus on customer service approach (cont'd)
 - Oversee activities to ensure timely and impartial means of assisting beneficiaries
 - Be the voice of the Medicare beneficiary
 - Collaborate with internal and external components

Objectives of the Medicare Beneficiary Ombudsman



Contact the MBO

Catherine Rippey

Medicare Beneficiary Ombudsman

Tel: (816) 426-6391

E-mail: Catherine.Rippey@cms.hhs.gov

FAX: (443) 380-6019