The Medicare Beneficiary Ombudsman

Catherine Rippey, Medicare Beneficiary Ombudsman
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Overview of the MBO

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 Congress

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
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

- Engage with external internal partners
- Participates in stakeholder engagement events

- Analyze beneficiary inquiry and complaint data
- Identify targeted areas or topics for investigation

- Receive beneficiary inquiries and complaints
- Coordinate with CMS caseworkers

- Report fiscal year activities to HHS and Congress
- Develop recommendations to CMS for program improvement
Contact the MBO

Catherine Rippey

Medicare Beneficiary Ombudsman

Tel: (816) 426-6391

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

FAX: (443) 380-6019