

## The Medicare Beneficiary Ombudsman & Associate Ombudsmen

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## Role of the Medicare Beneficiary Ombudsman

- Associate Ombudsmen
- The Medicare Beneficiary Ombudsman (MBO) 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<sup>1</sup>

<sup>&</sup>lt;sup>1</sup>Social Security Act § 1808(c), 42 U.S.C. 1395b-9.

# Objectives of the Medicare Beneficiary Ombudsman

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

Partner Initiatives

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

Inquiry Trends

Beneficiary Assistance

- Receive beneficiary inquiries and complaints
- Coordinate with CMS caseworkers

Report to Congress

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

## **Topics of Interest**

 Coverage of skilled nursing facility care for beneficiaries transitioning to Medicare

 Medicare enrollment challenges for recently released incarcerated individuals

## **Looking Ahead**

 Medicare transitions from incarceration and employer coverage

 Strengthening CMS staff resilience to improve customer service

#### **Avenues of Assistance**

- SHIP/SMP Liaison in the Regional Offices
- Regional Office email/fax
- CTM for C/D concerns (SHIP only)
- Unique ID process at 1-800-MEDICARE

### When to Contact the MBO

- If you have a systemic issue potentially affecting multiple beneficiaries.
- If you have a topic of interest for research.

#### **Contact Information**

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### **Questions and Answers**