National Council on Aging
Benefits Enrollment Conference Program

2017

April 18-20, 2017

The Hyatt Regency Washington on Capitol Hill

Additional sessions TBA in coming weeks.
Tuesday Schedule of Events (April 18)

7:30 – 9:00 a.m. Registration & Breakfast

9:00 – 10:45 a.m. Welcome & Introductions

*James Firman*
CEO
*National Council on Aging*

*Dan Berger*
Acting Assistant Secretary for Aging
Acting Administrator
*Administration for Community Living*

*Dr. Cara James*
Director, *Office of Minority Health*
*Centers for Medicare and Medicaid Services*

10:45 – 11:00 a.m. Coffee Break

11:00 – 12:15 p.m. Concurrent Breakout Sessions

1. *Debt Management Options for Older Adults*
   Bill Druliner, Community Engagement Manager
   *GreenPath Financial Wellness*

2. *Distilling Your Message*
Angela Zeek, Public Benefits/Ombudsman Unit Manager, Legal Aid of the Bluegrass
Jacob Taulbee, Benefit Counselor, Legal Aid of the Bluegrass

3. Ideas from the Midwest: How Indiana Re-Worked its MIPPA Program
Susan Spilly, Special Populations Coordinator, Indiana SHIP
Greg Tanner, Accounts Coordinator, Indiana SHIP

4. Strategies for Streamlining SNAP Enrollment and Maximizing and Maintaining Client Benefits
Erin Kee, Senior Program Manager- Hunger Initiatives, National Council on Aging

5. Collaborations to Increase Access to Potential Social Security and SSI Benefits
Sean Balser, Director and Agency Improper Payments Program Manager, Social Security Administration

12:30 – 1:45 p.m. Lunch & Plenary Session

Economic Security: Government’s Role in Reducing Senior Poverty

During this plenary, there will be an overview and analysis of trends related to senior poverty and
financial insecurity. Representatives from several federal agencies (CMS, SSA, FNS, and ACL) will share information on how their respective agencies and low-income assistance programs are helping to alleviate elder economic insecurity. Topics will include program participation rates, challenges and opportunities to improve outreach and application process, and working with local partners to achieve agency mission.

Tricia Neuman, Senior Vice President, Kaiser Family Foundation, moderator

**Q&A with Federal Partners (Invited SSA, FNS, ACL)**

Tim Engelhardt, Director
Medicare-Medicaid Coordination Office
Centers for Medicare & Medicaid Services

2:00 – 3:15 p.m. Concurrent Breakout Sessions

1. **The Power of Partnerships: Serving Special Populations**
   Dawn Kepler, Projects Administrator, Elder Law of Michigan

2. **Outreach to Native Americans**
   Ray Walker, Divisional Director, Oklahoma Insurance Department
3. **Engaging Stakeholders in the Work You Do**  
   Marci Phillips, Director, Public Policy and Advocacy, National Council on Aging

4. **Volunteer Initiative: Training your Volunteers**  
   Elizabeth Steimel, Community Engagement and Benefits Access Specialist, AgeOptions

3:15 – 3:45 p.m. Break

3:45 – 5:00 p.m. Concurrent Breakout Sessions

1. **Debt Management Options for Older Adults**  
   Bill Druliner, Community Engagement Manager  
   GreenPath Financial Wellness

2. **Approaches to Reaching MIPPA Clients**  
   Marilyn Lanphier, MIPPA Coordinator, OK Dept. of Human Services  
   Vivian Barton, Program Manager, Alabama SARPC/AAA  
   Susan Spilly, Special Populations Coordinator, Indiana SHIP

3. **Strategies for Streamlining SNAP Enrollment and Maximizing and Maintaining Client Benefits**  
   Erin Kee, Senior Program Manager- Hunger Initiatives, National Council on Aging
Wednesday Schedule of Events (April 19)

8:30 – 9:00 a.m. Breakfast & Announcements

9:15 – 10:30 a.m. Concurrent Breakout Sessions

1. Early Findings from the NCOA BEC Promising Practices Evaluation
   Anne Paprocki, Associate, Social Policy Research Associates

2. COVER TO COVER: Community Agencies Serving Veterans
   Jennifer Morgan, Program Manager, Utah Aging & Disability Resource Center

3. Going to the Source: Using Medicare’s Manuals and Web Resources in Case Work
   Mike Klug, SHIP TA Center, Iowa
   Ginny Paulson, SHIP TA Center, Iowa

10:30 – 10:45 a.m. Break

10:45 – 12:00 p.m. Concurrent Breakout Sessions
1. Strategies to Address Improper Billing
Samantha Zenlea, Senior Regulatory Policy Specialist, National Council on Aging
Beverly Yang, Policy Analyst, Office for Older Americans, Consumer Financial Protection Bureau
Kim Glaun, Health Insurance Specialist, Federal Coordinated Health Care Office, CMS

2. Data-Driven Strategies for Improved Enrollment Rates: The MD Benefits Center
Marikate Taylor, Program Design Coordinator, Benefits Data Trust
Katherine Heflin, Program Manager, Benefits Data Trust

3. Medicaid 101: Introduction to Program and Implications for Older Adults and Medicare Beneficiaries
Damon Terzaghi, Senior Director, NASUAD

4. Demonstration of the Enhanced Mobile First BenefitsCheckUp®
Chansopine Som, Associate Director of Content, National Council on Aging
Marlene Schneider, Vice President of Decision Support Services, National Council on Aging

12:15 – 1:45 p.m. Lunch Plenary

State of the Union
Howard Bedlin
*NCOA Vice President
Public Policy and Advocacy*

**Two staff members from the Hill (TBD)**

2:00 – 3:15 p.m. Concurrent Breakout Sessions

1. **Strategies to Address Improper Billing**
   Samantha Zenlea, Senior Regulatory Policy Specialist, National Council on Aging
   Beverly Yang, Policy Analyst, Office for Older Americans, Consumer Financial Protection Bureau
   Kim Glaun, Health Insurance Specialist, Federal Coordinated Health Care Office, CMS

2. **Engaging Stakeholders in the Work You Do**
   Marci Phillips, Director, Public Policy and Advocacy, National Council on Aging

3. **COVER TO COVER: Community Agencies Serving Veterans**
   Jennifer Morgan, Program Manager, Utah Aging & Disability Resource Center

4. **Demonstration of the Enhanced Mobile First BenefitsCheckUp®**
   Chansopine Som, Associate Director of Content, National Council on Aging
Marlene Schneider, Vice President of Decision Support Services, National Council on Aging

3:15 -3:45 p.m. Break

3:45 – 5:00 p.m. Outreach Campaign Plenary Session

Thursday Schedule of Events (April 20)

8:30 – 9:00 a.m. Breakfast & Announcements

9:00 – 10:15 a.m. Plenary Session: Josefina Carbonell, former Assistant Secretary of Aging (Invited)

10:30 – 11:45 a.m. Intentional Networking Session

11:45 – 12:15 p.m. Closing (Moving Forward Plenary)