

**Draft Agenda for Spring Meeting for Demonstration Ombudsman Programs  
Consumer Outreach and Engagement of Key Stakeholders**

**March 26 – 27, 2015**

**The Pew Charitable Trusts Conference Center  
901 E Street, NW Washington, D.C. 20004**

**Thursday, March 26**

8:00 – 9:00 am

Registration and Breakfast

Topics for morning  
roundtable discussion

Opening Remarks from Tim Engelhardt, Acting Director of the  
Medicare-Medicaid Coordination Office at the Centers for  
Medicare and Medicaid Services (CMS)

Effective and Successful Consumer Outreach

- Best Practices by States
- Accessibility and Culturally and Linguistically Appropriate Services
- Ombudsman Program Website

Lunch

Luncheon

Topics for afternoon  
roundtable discussion

Engagement of Key Stakeholders

- Communication with Contract Management Team
- Collaboration with Advocates

4:30 – 5:00 pm

Closing Remarks

**Friday, March 27**

9:00 am – 12:00 pm

Individual State Meetings with CMS and ACL