



WEDNESDAY - APRIL 30, 2025

/9

5:00 PM

Liberty Hall

6:00 PM

Join us for drinks, hors d'oeuvres, and face-to-face networking with peers.

**Open to all conference attendees*

THURSDAY - MAY 1, 2025

8:00 AM

Information Desk Opens

4:00 PM

Assembly Foyer

8:00 AM

Networking Breakfast

9:00 AM

Liberty Hall

8:00 AM

Exhibit Hall Open

6:30 PM

Liberty Hall

9:00 AM

Welcome Remarks

Silver Ballroom

Courtney Skivington, RN, Chief Operating Officer
Partners Health Plan

Dr. Shannon Decker, PhD, MBA, MBA, M.Ed., M.Ed, Principal
VBC One

9:10 AM

9:10 AM

Adapting to Regulatory Changes: Strategies for Special Needs Plans and Member Care

Silver Ballroom

- Examine recent regulatory changes and updates impacting SNPs, including implications for Dual Eligible Special Needs Plans (D-SNPs), Chronic Condition SNPs (C-SNPs), and Institutional SNPs (I-SNPs)
- Understand how new rules and oversight from CMS are shaping benefit design, care coordination, and enrollment processes for SNPs
- Identify key challenges and opportunities arising from these regulations, with a focus on maintaining high-quality care for vulnerable populations

Michael Cheek, President & CEO
Special Needs Plan Alliance

10:00 AM

10:00 AM	Voices from the Frontline: A Focus Group Discussion with Members of Special Needs Plans Silver Ballroom This session aims to give voice to those whose lived experiences are often overlooked in policy and healthcare discussions, providing valuable feedback for healthcare providers, nonprofits, insurers, and policymakers seeking to improve the care and services available to vulnerable populations. Through a facilitated focus group, individuals from diverse backgrounds will share their personal stories and insights on their experiences as members of special needs health plans and how these have shaped their health outcomes. Facilitated by: Shannon O’Connell, <i>Associate Partner</i> Engagys
10:50 AM	
10:50 AM	Networking Break Liberty Hall
11:10 AM	
11:10 AM	Quality Metrics and STAR Ratings: Driving Excellence in Special Needs Plans Silver Ballroom - Explore the components of the STAR rating system most relevant to SNPs, including medication adherence, preventive care, and chronic disease management - Develop targeted interventions to improve key metrics, such as reducing hospital readmissions, increasing medication adherence, and improving preventive care utilization - Foster strong member engagement through clear communication, educational programs, and personalized outreach Dr. Shannon Decker, PhD, MBA, MBA, M.Ed., M.Ed, Principal VBC One Arlene Godinez, Senior Program Manager VBC One
12:00 PM	
12:00 PM	Networking Lunch Liberty Hall
1:15 PM	

Concurrent Sessions 1:15 PM - 2:00 PM

Track A: Building for Success

Track Chair: Courtney Skivington, RN, Chief Operating Officer
Partners Health Plan

Track B: Advancing Established Plans

Track Chair: Dr. Shannon Decker, PhD, MBA, MBA, M.Ed., M.Ed, Principal
VBC One

Track Chairs:

1:15 PM	Track A: Building for Success Building Special Needs Plans: A Roadmap for Health Plans Silver Ballroom - Explore the application and approval process with CMS, including essential steps, timelines, and compliance expectations - Discuss strategies for integrating care models that align with SNP requirements, such as interdisciplinary care teams and health risk assessments - Examine best practices for fostering partnerships with Medicaid agencies, community organizations, and healthcare providers to ensure seamless member support Jill Sumner, Principal Lyle Health LLC Courtney Skivington, RN, Chief Operating Officer Partners Health Plan
2:00 PM	
1:15 PM	Track B: Advancing Established Plans Palliative Care Strategies for Special Needs Plans Singlo, 6th Floor - Create a methodology to identify enrollees with palliative needs early in their disease trajectory - Describe the role of symptom burden in health service utilization, along with symptom assessment in plan operations - Discover three strategies to optimize the care of enrollees with serious illness Allison Silvers, Chief Health Care Transformation Officer Center to Advance Palliative Care (CAPC)
2:00 PM	

2:00 PM

2:05 PM

Session Transition

Concurrent Sessions 2:05 PM - 2:50 PM	
Track A: Building for Success Track Chair: Courtney Skivington, RN, Chief Operating Officer Partners Health Plan	
Track B: Advancing Established Plans Track Chair: Dr. Shannon Decker, PhD, MBA, MBA, M.Ed., M.Ed, Principal VBC One	
Track Chairs:	
2:05 PM	Track A: Building for Success Building a Strong Model of Care: Foundations for Success Silver Ballroom Understand the essential components of the MOC, including HRAs, ICPs, and ICTs, and how each contributes to comprehensive care coordination

- Explore CMS compliance requirements for the MOC, including scoring guidelines, submission processes, and evaluation criteria to ensure approval and successful audits
- Examine real-world examples and case studies of successful MOC implementation to identify actionable insights and avoid common pitfalls

Caroline Wilson McDonald, Principal
Prizm Health Advisory

Sarah Ferguson, MPH, Program Director, Special Needs Plans
Devoted Health

2:50 PM

2:05 PM

Track B: Advancing Established Plans

Driving Quality Improvement: Lessons from High-Performing Plans

Single, 6th Floor

- Learn how high-performing SNPs leverage data analytics to identify and address gaps in care, track performance metrics, and measure the effectiveness of interventions
- Examine best practices for improving STAR ratings, including targeted strategies to enhance member engagement, and preventive care outcomes
- Explore innovative approaches to managing chronic conditions, reducing hospital readmissions, and addressing social determinants of health (SDOH)

Elizabeth Sutton, MPH, Risk Management Lead | Care Management Risk
Humana

Mary Clare DuRocher, Vice President, Strategic Accounts
SafeRide Health

2:50 PM

2:50 PM

Networking Break

3:10 PM

Liberty Hall

3:10 PM

Integration of D-SNPs and Medicaid: Challenges, Opportunities, and Strategies for Success

Silver Ballroom

- Examine successful models of Medicaid and Medicare integration, highlighting lessons learned from states leading the way in fully integrated D-SNPs
- Explore the operational challenges of aligning benefits, care management systems, and administrative processes to comply with integration requirements
- Address common issues such as handling separate payer and provider networks, aligning formularies, and reconciling differences in eligibility and billing systems

Caroline Yaun, Senior Consultant, Clinical
Rebellis Group, LLC

Sharon Williams, Health Plan President
University of Michigan Health Plan

4:00 PM

4:00 PM

Chronic Conditions and the Regulatory Landscape: The Case of Ozempic and Beyond

Silver Ballroom

- Examine the potential implications for SNPs if treatments like Ozempic prove effective in managing or "curing" type 2 diabetes, reshaping care models and member needs
- Consider the fiscal challenges of covering widespread treatment, including how plans can balance innovation with cost-effectiveness
- Analyze uncertainties related to member enrollment and cost structures as new therapies gain traction and demand increases

Eli Goldberg, VP of Data and Innovation

Belle

Sharon Williams, Health Plan President

University of Michigan Health Plan

4:50 PM

4:50 PM

Closing Remarks

Silver Ballroom

Courtney Skivington, RN, Chief Operating Officer

Partners Health Plan

Dr. Shannon Decker, PhD, MBA, MBA, M.Ed., M.Ed, Principal

VBC One

5:00 PM

Networking Cocktail Reception

5:00 PM

Liberty Hall

6:00 PM

Join us for face-to-face networking with peers over drinks and hors d'oeuvres, included in your event registration.

FRIDAY - MAY 2, 2025

8:00 AM

Information Desk Opens

11:00 AM

Assembly Foyer

8:00 AM

Networking Breakfast

9:00 AM

Liberty Hall

8:00 AM

Exhibit Hall Open

1:00 PM

Liberty Hall

9:00 AM

Welcome Remarks and Day One Takeaways

Silver Ballroom

Courtney Skivington, RN, Chief Operating Officer

Partners Health Plan

Dr. Shannon Decker, PhD, MBA, MBA, M.Ed., M.Ed, Principal

VBC One

9:10 AM

9:10 AM	Leveraging AI and New Technology in SNP Operations Silver Ballroom Moderator Caroline Wilson McDonald, Principal Prizm Health Advisory Panelists Natasha VanWright, Senior Vice President, Clinical Operations Belong Health Eli Goldberg, VP of Data and Innovation Belle
10:00 AM	
10:00 AM	Innovative Strategies for Driving Quality while Managing Costs Silver Ballroom Doug Golub, Principal Consultant Data Potato LLC Dr. Alan Kimmel, Chief Medical Officer Provider Partners Health Plans
10:50 AM	
10:50 AM	Networking Break
11:20 AM	Liberty Hall

Concurrent Sessions 11:20 AM - 12:10 PM

Track A: Building for Success

Track Chair: Courtney Skivington, RN, Chief Operating Officer
Partners Health Plan

Track B: Advancing Established Plans

Dr. Shannon Decker, PhD, MBA, MBA, M.Ed., M.Ed, Principal
VBC One

Track Chairs:

11:20 AM	Track A: Building for Success Communication Strategies for SNP Members: Overcoming Barriers and Driving Engagement Silver Ballroom
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12:10 PM	• Examine innovative communication tools and platforms, such as telehealth, mobile apps, and automated reminders, to improve outreach and engagement • Identify key metrics for measuring the effectiveness of communication strategies, including member satisfaction, engagement rates, and quality outcome • Explore proven strategies for communicating with SNP members, including tailoring messages to diverse populations
	Bill Friedman, VP of Payer Engagement Wider Circle
	Kaitlin Mayhew, Senior Director, Product Development Curana Health Plans
11:20 AM	Track B: Advancing Established Plans Incorporating Caregiver and Cultural Preferences into SNP Operations Singlo, 6th Floor • Learn strategies to incorporate caregiver input into ICPs while addressing potential privacy concerns and maintaining compliance with HIPAA guidelines • Address challenges such as caregiver burnout and lack of resources, and discuss how SNPs can provide education, training, and support • Discover actionable steps for incorporating cultural awareness and sensitivity into care delivery, member communication, and staff training Jill Sumner, Principal Lyle Health LLC Jennifer Rucci, MD, President of the Eventus Institute Eventus WholeHealth
12:10 PM	
12:10 PM	Networking Lunch
1:10 PM	Liberty Hall
1:10 PM	Supporting Members with Intellectual and Developmental Disabilities in SNPs Silver Ballroom • Address challenges in creating individualized care plans (ICPs) that accommodate complex conditions, communication barriers, and co-occurring health issues • Explore the specific healthcare and support needs of members with IDD, including behavioral health considerations, care coordination, and access to specialized services • Incorporate social determinants of health (SDOH) into care strategies, addressing barriers such as housing, transportation, and access to community resources Courtney Skivington, RN, Chief Operating Officer Partners Health Plan Doug Golub, Principal Consultant Data Potato LLC
2:00 PM	
2:00 PM	Industry Leader Conclusion Panel: Lessons Learned Silver Ballroom • Share perspectives on emerging trends and innovations that are shaping the future of SNPs and member support

- Discuss challenges and opportunities in implementing regulatory changes, with insights from industry leaders on best practices
- Reflect on key takeaways from the conference, highlighting successful strategies for navigating the evolving landscape of SNPs

Moderator

Courtney Skivington, RN, Chief Operating Officer

Partners Health Plan

Gretchen Wagner, Associate Vice President, Risk Management
Humana

Sarah Ferguson, MPH, Program Director, Special Needs Plans
Devoted Health

Dr. Alan Kimmel, Chief Medical Officer
Provider Partners Health Plans

2:50 PM

2:50 PM

Closing Remarks

Silver Ballroom

Courtney Skivington, RN, Chief Operating Officer
Partners Health Plan

3:00 PM



CONTACT US

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