

Beneficiary Rights and Protections

Status Report (Elisabeth Arenales)

Quarterly Stakeholder Meeting, October 31, 2013

Information below provides additional details for the Three Categories of Program Activities described on Slide 23 in the meeting's Power Point presentation, which is posted on the web page as a separate document.

Investigate and resolve complaints and problems and be a safe place where people can complain without fear.

Empower beneficiaries including through education of individuals, caregivers and representatives and education to groups of beneficiaries and other stakeholders regarding beneficiary rights.

Conduct outreach.

Engage in complaint investigation and resolution – Ombudsman role is to represent the interests of the beneficiary.

Track, analyze and make recommendations about Demonstration performance, including through data collection and tracking and through systems and trends analysis.

Coordinate with stakeholders and other agencies.

Inform and make recommendations to the Centers for Medicare & Medicaid Services (CMS), the State, and other stakeholders.