



# The Medicare Beneficiary Ombudsman & Associate Ombudsmen

*Catherine Rippey, Medicare Beneficiary Ombudsman*

*Barbara McCoy, Associate Ombudsman*

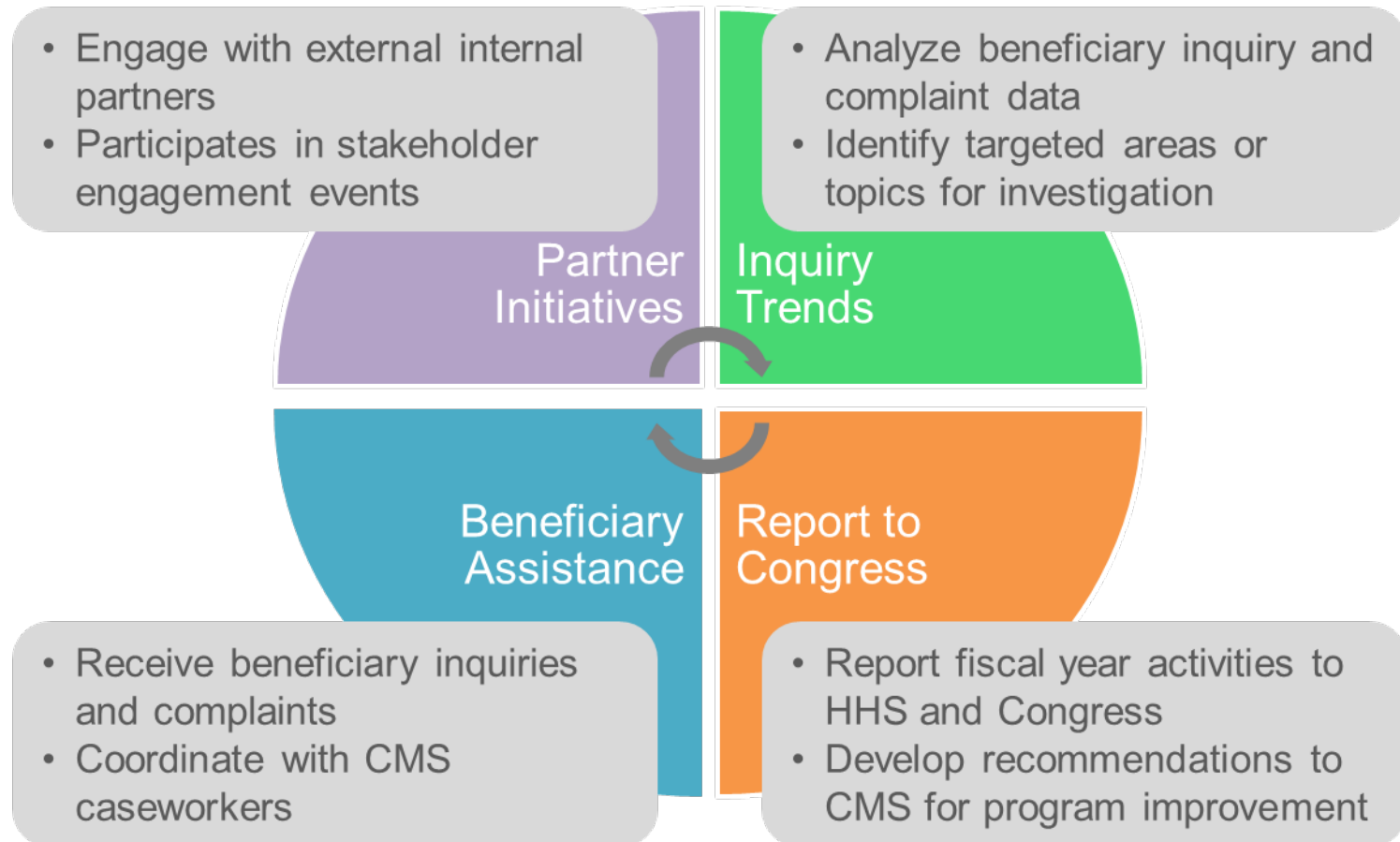


# Role of the Medicare Beneficiary Ombudsman

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

# Objectives of the Medicare Beneficiary Ombudsman



# 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

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