



Virtual Event Series: Bedrock of Quality

September 18-19, 2025

Thursday, September 18, 2025	
12:00 PM – 12:05 PM	Opening Remarks <i>Chairperson:</i> Tina Dueringer, BSN, RN, CCM, PCC, <i>CEO, Principal Advisor</i> Dueringer Advisors, Inc
12:05 PM – 12:55 PM	CMS, Medicare, and Quality <ul style="list-style-type: none">• Explore the quality programs, their goals, and how they affect health plans• Review the fundamentals of quality improvement methodologies and how they are applied• Describe the structure and function of CMS, its role in setting quality standards, and how it interacts with health plans• Delve into the basics of Medicare, Medicare Advantage, and Medicare Part D <i>Ana Handshuh, Principal</i> CAT5 Strategies
12:55 PM – 1:05 PM	Break
1:05 PM – 1:55 PM	Medicare Star Ratings <ul style="list-style-type: none">• Gain an understanding of the key details of the Medicare Advantage Star Ratings Program• Highlight crucial Stars Ratings factors that influence plan performance and quality assessment• Examine and unpack the recently released Final Rules <i>Melissa Smith, Founder, Senior Advisor</i> Newton Smith Group
1:55 PM – 2:05 PM	Break
2:05 PM – 2:55 PM	The Essentials of Stars Math <ul style="list-style-type: none">• Unpack the calculations behind determining Stars ratings

	<ul style="list-style-type: none"> Identify strategic levers that have the potential to add or subtract significantly to Stars scores, including QI measures, the Reward Factor, and the Health Equity Index Recognize potential financial implications of upcoming Stars changes <p>Ana Handshuh, <i>Principal</i> CAT5 Strategies</p>
2:55 PM – 3:05 PM	Break
3:05 PM – 3:55 PM	<p>CAHPS, HOS, and the Measurement of Member Satisfaction</p> <ul style="list-style-type: none"> Explore the CAHPS member satisfaction survey and its relation to quality improvement programs Leverage HOS Survey data for quality improvement <p>Shannon Decker, PhD, MBA, MBA, MEd, MEd, <i>Founder & CEO</i> VBC One</p>
3:55 PM – 4:00 PM	Day One Wrap Up

Friday, September 19, 2025	
12:00 PM – 12:05 PM	<p>Welcome Remarks</p> <p><i>Chairperson:</i> Tina Dueringer, BSN, RN, CCM, PCC, <i>CEO, Principal Advisor (invited)</i> Dueringer Advisors, Inc</p>
12:05 PM – 12:55 PM	<p>The Fundamentals of HEDIS®</p> <ul style="list-style-type: none"> Become familiar with HEDIS® measure authors, certification, and the scope of HEDIS® measures Learn how to effectively track and measure HEDIS® data and become familiar with important supplemental data options and compliance issues Identify strategic areas for HEDIS® score improvement and techniques for moving the needle <p>Dwight Pattison, <i>Founder & Principal Advisor</i> QPAdvantage</p>
12:55 PM – 1:05 PM	Break
1:05 PM – 1:55 PM	<p>HEDIS® ECDS Measures & the Move to Digital Quality Measurement</p> <ul style="list-style-type: none"> Discuss the ECDS measures and the future of HEDIS® quality measurement Operationalize the integration of ECDS measure data into existing processes

	<ul style="list-style-type: none"> Learn best practices for fully digital reporting, which does not include a hybrid reporting option <p>Vandna Bhrany, <i>Principal</i> 8BAdvisors</p>
1:55 PM – 2:05 PM	Break
2:05 PM – 2:55 PM	<p>Quality Improvement: Opportunities for Impact</p> <ul style="list-style-type: none"> Explore practical application of HEDIS/Quality data to address challenges in today's regulatory environment Enhance quality data and programs to mitigate the impact of possible Medicaid cuts, food insecurity, and other social determinants of health <p>Vandna Bhrany, <i>Principal</i> 8BAdvisors</p> <p>Rick Whitted, <i>Chief Executive Officer</i> US Hunger</p>
2:55 PM – 3:05 PM	Break
3:05 PM – 3:55 PM	<p>Member Experience and Satisfaction</p> <ul style="list-style-type: none"> Learn why member experience is a revenue level, not just a survey, including how CAHPS, HOS, and complaints drive Star Ratings and impact bonus payments and plan growth Understand member engagement strategies for improved experience and survey participation Discuss provider engagement strategies for collaboration and improvement Explore the member journey and touchpoints <p>Tina Dueringer, BSN, RN, CCM, PCC, <i>CEO, Principal Advisor</i> Dueringer Advisors, Inc</p>
3:55 PM – 4:00 PM	Closing Remarks