

# Agenda

## MAXIMUS Presents a Health Plan Overview

**May 19, 2015**  
**9:30 a.m. to 4:00 p.m.**

**Meeting Site:**  
**Brown-Heatly Building**  
**Public Hearing Room (1410 - 1430)**  
**4900 N. Lamar Blvd.**  
**Austin, TX 78751**

Time	Topic	Presenter
9:30 - 9:45 a.m.	Sign-in	
9:45 - 10:00 a.m.	Introductions to HPM Introduce Enrollment Operations Staff	Rudy Villarreal, Director, Health Plan Management Ivan Libson, Director of Enrollment Operations Oversight
10:00 – 11:45 a.m.	Enrollment Broker Overview <ul style="list-style-type: none"> <li>- Central Operations</li> <li>- Field Operations</li> <li>- Special Services Unit, Special Escalations Unit, and Special Populations Unit</li> <li>- Health Plan Liaison Team</li> <li>- Correspondence and Materials Development</li> </ul>	Melinda Metteauer, Sr. Vice President, Texas Eligibility Support Services, and Peggy Gulledege, Enrollment Broker Senior Manager Byron French, Sr. Manager, Central Operations Betsy Coats, Field Operations Manager, EB Operations - Texas Health Steps and STAR Antoinette Sanders, Special Services Manager Sue Wendelin, Health Plan Liaison Manager, and Sam Meneses, Health Plan Liaison Hillary Nichols, Sr. Manager, Support Services
11:45 a.m. – 1:00 p.m.	Lunch	
1:00 – 3:00 p.m.	Enrollment Broker Systems Dental and Health Plan Overview <ul style="list-style-type: none"> <li>- Impact of state cut-off on enrollment files</li> <li>- Daily and semi-monthly provider interface files</li> <li>- Common errors on provider files and PCP change requests</li> <li>- Timing of provider files</li> </ul>	Karen Lantzer, Senior Analyst Health Services, Enrollment Broker Texas, and Michele Whaling, Sr. Manager, Operations/Systems Support Manager
3:00 – 4:00 p.m.	Health Plan Reports <ul style="list-style-type: none"> <li>- Provider Reports</li> <li>- Enrollment Reports</li> </ul>	Hansjurg Kohler, Sr. Manager, Reporting and Analytics

