

# Community Coach Program



The CGS Community Coach Program (CCP) is unique to Medicare and provides an unparalleled level of education through collaboration with other MACs. Within each DME MAC jurisdiction, there are a number of A/B MAC contractors. At Jurisdiction C, CGS has aligned members of our POE team with A/B MAC partners to extend education related to prescribing/ordering provider/supplier relationships. POE representatives foster strong relationships with state associations and other MACs within their CCP territory to develop and conduct education and to attend events.

CGS POE representatives have assigned territories across Jurisdiction C so every supplier has a unique Community Coach (point of contact) for their state to go to with education requests or information. Community Coaches provide education using a variety of methods, including:

- Webinars
- Face-to-face Workshops and Seminars
- State Associations and Trade Shows
- POE Advisory Groups
- Ask-the Contractor Teleconferences
- Online Education Modules
- Video Education
- Education to Congressional Staff
- Complex Billing and Claim Issues

Jurisdiction C Community Coach	Territory
Lisa Addison	SC
Angie Cooper	TX, NM
Liz Daniels	FL, National Suppliers
Michael Hanna	AL, CO, LA, MS
Liliana Hewlett (Bi-lingual)	PR, USVI
Lisa Marie Hofer	AR, NC, OK, TN
Judie Roan	VA, WV
Denise Winsock	FL, National Suppliers
Belinda Yandell	GA

Education requests should be submitted to: [CGS.Medicare.LearningonDemand@cgsadmin.com](mailto:CGS.Medicare.LearningonDemand@cgsadmin.com)

## Analyze and Educate Suppliers on Policies Program (AESOP)

The AESOP program is collaboration between POE and MR to identify suppliers with moderately high error rates and proactively make contact to offer assistance and education. CGS believes that through participation in the AESOP program suppliers can reduce their error rate to the point of exclusion from additional claim audits.

### AESOP Advisors

- Houston Ballard
- Chaunta Hubbard

### Manager:

Patricia Stephens  
615.782.4603  
[patricia.stephens@cgsadmin.com](mailto:patricia.stephens@cgsadmin.com)

# Community Coach Program



The CGS Community Coach Program (CCP) is unique to Medicare and provides an unparalleled level of education through collaboration with other MACs. Within each DME MAC jurisdiction, there are a number of A/B MAC contractors. At Jurisdiction B, CGS has aligned members of our POE team with A/B MAC partners to extend education related to prescribing/ordering provider/supplier relationships. POE representatives foster strong relationships with state associations and other MACs within their CCP territory to develop and conduct education and to attend events.

CGS POE representatives have assigned territories across Jurisdiction B so every supplier has a unique Community Coach (point of contact) for their state to go to with education requests or information. Community Coaches provide education using a variety of methods, including:

- Webinars
- Face-to-face Workshops and Seminars
- State Associations and Trade Shows
- POE Advisory Groups
- Ask-the Contractor Teleconferences
- Online Education Modules
- Video Education
- Education to Congressional Staff
- Complex Billing and Claim Issues

## **Jurisdiction B Community Coach    Territory**

Terri Shoup	MI, MN, WI
Ashley DeCoteau	IN, KY, OH
Stacie McMichel	IL

Education requests should be submitted to: [CGS.JB.LearningonDemand@cgsadmin.com](mailto:CGS.JB.LearningonDemand@cgsadmin.com)

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[Speaker Request Form](#) **PDF**