2012/2013 Webinar Series
Celebrating Two Years of the Medicaid Quitline Guideline

Wednesday, June 12, 2013
12:30 – 2:00PM ET

To join the webinar, please use the following link:

https://www.livemeeting.com/cc/naquitline/join?id=78G3DK&role=attend&pw=NAQCseminar2011

You will also need to join by phone. Use the information below to connect:
Toll-free: +1 (866) 614-2162
Participant code: 382-354-4665

FIRST-TIME USERS
To save time before the meeting, check your system to make sure it is ready to use Microsoft Office Live Meeting (http://go.microsoft.com/fwlink/?LinkId=90703).

TROUBLESHOOTING
Unable to join the meeting? Follow these steps:

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Meeting ID: **78G3DK**
Entry Code: **NAQCseminar2011**

NOTE: In order to have access to all webinar features, please use the following Internet browsers:: Internet Explorer (http://www.microsoft.com/windows/internet-explorer/default.aspx)(PC) and Safari(http://www.apple.com/safari/) (Mac).

Webinar Learning Objectives

- To celebrate and learn from the successes of states that have developed cost-sharing partnerships with their state Medicaid agencies as a result of the June 2011 Centers for Medicare and Medicaid Services (CMS) guideline allowing quitlines as a Medicaid administrative cost expenditure.

- To build a shared understanding of how to most effectively partner with Medicaid Managed Care Organizations to leverage quitline services and ensure coverage and delivery of, and access to, evidence-based cessation treatment to enrollees.

Agenda

12:30-1:10	Welcome Agenda review and setting the stage Two Years of the CMS Guideline on Quitlines: Our Successes, Lessons Learned and Continued Challenges *Tamatha Thomas-Haase, MPA* *Manager, Training and Program Services* *NAQC* *Members of NAQC's Medicaid Learning Community*	• Review technology and ground rules • Review agenda • Progress on CMS guideline to-date • Critical lessons learned • Challenges still serving as roadblocks • Discussion
1:10-1:40	Building Partnerships with Medicaid Managed Care Organizations to Strengthen Cessation: Strategies and Tactics for Success *Cara Biddlecom, MPH* *Health Systems Transformation Lead* *Center for Prevention and Health Promotion* *Oregon Public Health Division*	• Managed Care Organizations "101" • Oregon's efforts to engage MCOs • Strategies and tactics for making progress • Oregon's current efforts • Discussion
1:40-2:00	Feedback, Questions and Discussion Closing	

Tips for a Successful Webinar

Each webinar will include 45-50 NAQC members and guests. For this reason, and in order to ensure that the webinar is as effective as possible, we ask that you adhere to the following:

Before the webinar:
- *Remember, these calls are reserved for registered participants only.* Please do not forward dial-in information to colleagues who are not registered.
- Please try to test your connection to the webinar application at least one day prior to the session to troubleshoot any technical issues.
- *Review the background materials for the webinar.* To access all webinar materials please visit the NAQC calendar on the member-only site, click on the date of the webinar for which you are registered and download the appropriate documents.

During the webinar:
- *Please connect to the webinar and teleconference line several minutes before the start time.*
- Please keep your phone on mute in order to keep background noise to a minimum. IF YOU DO NOT HAVE A MUTE FUNCTION ON YOUR PHONE, PLEASE PRESS *6 TO MUTE/UNMUTE YOUR PHONE. THANKS!
- Please do not use the "hold" button on your phone during the webinar, as it will play hold music or beeps audible to other participants. Instead, use your phone's "mute" or "mic" button. If there is an emergency, feel free to hang up and call back.
- State your name and organization before asking a question or making a comment.
- Please use the Q&A function on the webinar page to ask a question or please feel free to state your questions and comments during the session.
- If you need technical assistance, press *0 to speak to the operator.

After the webinar:
A link to a www.surveymonkey.com online evaluation survey will be shared with you at the close of the webinar. Please take a few minutes to complete the survey so that we can continue to improve the webinar series.

Ten Ground Rules for Being an Effective Virtual Meeting Participant

1. **Only attend when I am willing and able to fully show up.** Being a bystander is a waste of everyone's time.
2. **Come prepared.** Ask for an agenda and handouts ahead of time. Schedule 15 minutes to prepare for the meeting/webinar – if I don't need it I can have the time back. Do the pre-work. Make notes and be ready with questions.
3. **Test the technology ahead of time.** Log in the day before to ensure full access to whatever online technology is being used. Check my headset.
4. **Turn up early.** Put the web address and teleconference details in my calendar. Set the reminder 15 minutes ahead of the call.
5. **Remove distractions.** Schedule a quiet place to participate from. Clear my desk and computer desktop. Turn off email & instant messaging. Put my cell phone aside. Put a note on my office door.
6. **Take responsibility for my own participation.** Don't plan to do any "catch up" activities during the call. If I catch myself multi-tasking, close my eyes and listen. Avoid side conversations whether in the room with colleagues or in an online chat space.
7. **Be aware of air time.** Fully participate while allowing others to do the same. Speak my name before making a comment.
8. **Be aware of who else is on the call.** Make a note of those asking interesting questions or contributing provocative comments. Who do I want to connect with again after the call?
9. **Support the facilitator.** Laugh at jokes, acknowledge questions, pay attention. Keep off mute when possible.
10. **Have high expectations.** Do a mental evaluation at the end of the session. Send off a quick email to the facilitator – thank them for what worked well; make constructive requests for future events as needed.

From: http://www.facilitate.com/blog/index.php/2009/10/virtual-meeting-ground-rules/