

**FAQ's for Caregiver Broadcast
Innovative Programs for Employed Caregivers
September 17, 2008**

Q. Who handles Medicare & Medicaid and who is presenting this broadcast?

A. The Centers for Medicare & Medicaid Services (CMS) is the federal agency that administers the Medicare and Medicaid programs. This broadcast is presented by the New Freedom Initiative (NFI) Subcommittee on Caregiving in partnership with the CMS Office of External Affairs.

Q. What is downlinking? What are the coordinates to view the program?

A. Downlinking means using a steerable satellite dish with prescribed coordinates to view a broadcast or program. The coordinates to view the program via a steerable satellite dish can be found on our registration website at <http://www.blsmeetings.net/caregivers/> under "Online Resources." Documents are usually posted 30 days prior to the broadcast.

Q. What is the cost for viewing the program or hosting a viewing?

A. There is no charge for this broadcast.

Q. How can my organization register to host a viewing?

A. Please visit <http://www.blsmeetings.net/caregivers/> and click on "Host a Viewing" and complete the registration information.

Q. My organization registered to host a viewing and will have participants coming to view the program. Should people who are viewing the program at my location still register?

A. Yes, people who are viewing the program at a viewing location should also register at <http://www.blsmeetings.net/caregivers/> click on "Watch this Broadcast" and complete the registration information. This will help us to maintain accurate information on the number of viewers and to receive everyone's feedback on the survey.

Q. How can I locate a facility that is hosting a viewing of this program?

A. Once you register to view the program at <http://www.blsmeetings.net/caregivers/> you will be able to search viewing locations by state. **Please note that it is your responsibility to contact the person listed in advance to make a reservation.**

Q. How frequently will viewing locations be updated?

A. Viewing locations will be updated on a daily basis.

Q. Are there other means to access the program if you can not locate a convenient viewing location?

A. Yes, there are other means to view the program including webcasting and audiolines. To find out more about these options, please visit the registration website at www.blsmeetings.net/caregivers Click on “Watch The Broadcast to register and receive more details about these options.

Q. How do I access the live question and answer session with the presenters?

A. There will be a 30 minute question and answer session with the broadcast presenters following the broadcast via audiolines only starting at 1:30PM (Eastern Time). Please call toll-free **888-603-7011** and use the passcode **Caregiver Broadcast** to access these audiolines. Those listeners who were already on the audiolines for the broadcast should just remain on the line.

Q. Will the program be available for viewing after it airs?

A. It will be archived by the National Institutes of Health (NIH). We will also have a limited number of DVD's available for distribution. If you are interested in receiving a DVD as long (as supplies last) please check the registration website after the broadcast airs and click on “Order a DVD of this Program.” Once you completely fill out the order information and submit, your request will be received.

Q. How can Caregiver Groups Partner with CMS Regional Offices?

A. Caregiver groups can join CMS Regional Office partnerships by contacting the appropriate Regional Office (listed by state under viewing locations.) If you have trouble finding the Regional Office in your area please contact us at caregivers@cms.hhs.gov and we will help you to make a connection.

Q. Where can I find out more about the programs highlighted in the broadcast, organizations, and resources in my community?

A. The resource list will be available on <http://www.blsmeetings.net/caregivers/> under “Online Resources” that will include materials, websites and toll-free numbers of services and programs that can help caregivers.

Q. Will there be speaker materials available for viewers?

A. Yes, speaker materials and speaker biographies will be available on the registration website <http://www.blsm meetings.net/caregivers/> under "Online Resources."

Q. Will CEU's be offered for participating in this program?

A. At this time, CEU's are not being offered. Please check back as this may be an option for upcoming programs.

Q. Will there be other CMS/NFI programs this year on caregiving?

A. We hope to have additional programs. Please check back in the near future for more information.

Q. Does CMS pay for Caregiving Programs?

A. CMS pays for some resources (see attachment for more information).

If you have any questions not answered here or on the registration website, please send an email to caregivers@cms.hhs.gov