

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



JSM/TDL-11107, 12-21-10

MEMORANDUM

DATE: December 27, 2010

FROM: Director, Provider Communications Group
Center for Medicare

Director, Medicare Contractor Management Group
Center for Medicare

SUBJECT: Recognizing Outstanding Customer Service That Achieves Results
(ROCSTAR) Award

TO: All Fiscal Intermediaries (FIs), Carriers, Durable Medical
Equipment Medicare Administrative Contractors (DME MACs),
and Part A and Part B Medicare Administrative Contractors
(A/B MACs)

The Centers for Medicare & Medicaid Services (CMS) is pleased to announce the continuation of the CMS Provider Customer Service Program (PCSP) ROCSTAR Award Program in 2011. The ROCSTAR Award Program provides a unique and exciting way for Medicare contractors to provide formal recognition to PCSP staff who consistently provide accurate, timely, and consistent information to Medicare providers in a courteous and professional manner through telephone and/or written inquiries, or through provider outreach and education.

Each Medicare contractor may nominate one person from their PCSP staff per contract. To further clarify, A/B Medicare Administrative Contractors may nominate only one person. A contractor that has legacy work for both Part A and Part B, in addition to an A/B MAC, as well as a DME MAC could nominate a total of four PCSP staff members – one per contract. For provider outreach and education nominations, contractors may nominate one team per contract and the teams may not consist of more than five people.

The PCSP ROCSTAR Awards will be based upon nominations from Medicare contractors. CMS will review the nomination packet, as well as Customer Service Representative (CSR) performance data, if applicable, in order to make its final decision. Information regarding the award criteria and nomination process, can be found on the Contractor PCSP General Information Exemplary Practices Web page at:

http://www.cms.gov/FFSPProvCustSvcGen/10_Exemplary_Practices.asp#TopOfPage

In recognition of their efforts, all of the nominees will be presented with a certificate. The winners of the ROCSTAR Award will receive a personalized plaque. The 2011 PCSP ROCSTAR Award Schedule is listed below. CMS may look to expand the schedule in the future.

PCSP ROCSTARS 2011 Award Schedule

Provider Written Inquiries

- * Nominations due February 25, 2011*
- * Awards announced April 13, 2011*

Provider Telephone Inquiries

- * Nominations due May 27, 2011*
- * Awards announced July 13, 2011*

Provider Outreach and Education

- * Nominations due August 26, 2011*
- * Awards announced October 12, 2011*

NOTE: MEDICARE ADMINISTRATIVE CONTRACTORS (MACs)

DME MAC Contract Numbers

Jurisdiction A ~ HHSM-500-2006-M0001Z
 Jurisdiction B ~ HHSM-500-2006-M0002Z
 Jurisdiction C ~ HHSM-500-2006-M0006Z
 Jurisdiction D ~ HHSM-500-2006-M0004Z

A/B MAC Contract Numbers

Jurisdiction 1 ~ HHSM-500-2008-M0002Z
 Jurisdiction 3 ~ HHSM-500-2006-M0005Z
 Jurisdiction 4 ~ HHSM-500-2007-M0001Z
 Jurisdiction 5 ~ HHSM-500-2007-M0002Z
 Jurisdiction 9 ~ HHSM-500-2008-M0008Z
 Jurisdiction 10~HHSM-500-2009-M0004Z
 Jurisdiction 11~HHSM-500-2010-M0001Z
 Jurisdiction 12~HHSM-500-2008-M0001Z
 Jurisdiction 13~HHSM-500-2008-M0004Z
 Jurisdiction 14~HHSM-500-2009-M0002Z
 Jurisdiction 15~HHSM-500-2010-M0002Z

This Joint Signature Memorandum/Technical Direction Letter (JSM/TDL) is being issued to you as technical direction under your MAC contract and has been approved by your Contracting Officer's Technical Representative (COTR). This technical direction is not

construed as a change or intent to change the scope of work under the contract and is to be acted upon only if sufficient funds are available. In this regard, your attention is directed to the clause of the General Provisions of your contract entitled Limitation of Funds, FAR 52.232-22 or Limitation of Cost, FAR 52.232-20 (as applicable). If the Contractor considers anything contained herein to be outside of the current scope of the contract, or contrary to any of its terms or conditions, the Contractor shall immediately notify the Contracting Officer in writing as to the specific discrepancies and any proposed corrective action.

Should you require further technical clarification, you may contact your COTR. Contractual questions should be directed to your CMS Contracting Officer. Please copy the COTR and Contracting Officer on all electronic and/or written correspondence in relation to this technical direction letter.

If you are a FI or carrier and have any questions, please contact Paul Zawicki on (410) 786-2984.

/s/

Gerry Nicholson

/s/

Karen Jackson

cc:

Andrew Conn, National Heritage Insurance Company
 Dorothy W. Pines, National Heritage Insurance Company
 David Barnett, National Government Services, Inc
 Joel Allegier, National Government Services, Inc
 Melissa Kirchenbauer, CIGNA Government Services, LLC
 Robert Madgett, CIGNA Government Services, LLC
 Emy Stenerson, Noridian Administrative Services
 Paul O'Donnell, Noridian Administrative Services
 Karla Thormodson, Noridian Administrative Services
 Scott Manning, TrailBlazer Health Enterprises
 Rob Solomon, TrailBlazer Health Enterprises
 Kris Martin, Wisconsin Physicians Service Health Insurance Corporation
 Frances Dye, Wisconsin Physicians Service Health Insurance Corporation
 Mike Barlow, Palmetto GBA
 Larry Leslie, Palmetto GBA
 Neal Burkhead, Palmetto GBA
 David Vaughan, Highmark Medicare Services, Inc.
 Beth Dum, Highmark Medicare Services, Inc.
 Jim Elmore, National Government Services, Inc
 Scott Kimbell, National Government Services, Inc
 Stacie Amburn, National Government Services, Inc
 Lamar James, First Coast Service Options, Inc.
 Marco Turner, First Coast Service Options, Inc.
 Harvey Dikter, First Coast Service Options, Inc.
 Robert Harrington, National Heritage Insurance Company

Dorothy W. Pines, National Heritage Insurance Company
Scott Shelton, Cahaba Government Benefit Administrators
Fred Schlich, Cahaba Government Benefit Administrators
Melissa Lamb, CIGNA Government Services, LLC

All RAs

Nanette Foster Reilly, Consortium Administrator for Financial Management and
Fee-for-Service Operations

Kathy Markman, OAGM
Sharon Brause, OAGM
Linda Hook, OAGM
Cathy Baldwin, OAGM
Brenda Clark, OAGM
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Pam Bragg, CM/MCMG
Terry Bird, CM/MCMG
Bobbie Sullivan, CM/MCMG
Ed Lain, CM/MCMG
Martin Furman, CM/MCMG
Marilyn Bryan, CM/MCMG
Pat Williams, CM/MCMG
Larry Young, CM/MCMG
David Banks, CM/MCMG
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