

PCSP Activity Report (PAR)

Contract Year: (mm/dd/yy-mm/dd/yy)
Reporting Period: (mm/dd/yy - mm/dd/yy)

Contractor Name
Contractor Type: DME, A/B or HH+H
Medicare Administrative Contractor (MAC) (include Jurisdiction)
Contractor Address
Contractor Web Address

PAR Coordinator: Name, Title
Telephone number
E-mail address

PAR Activity Report

DME / A/B / HH+H MACs

Introduction/Background

Contractors shall prepare a semi-annual Provider Customer Service Program (PCSP) Activity Report (PAR). The PAR summarizes and recounts the contractor's Provider Customer Service Program activities, process improvements and best practices during the reporting period as defined in IOM Pub 100-09, Chapter 6 and in the MAC Statement of Work. These activities highlight Provider Outreach and Education (POE), Provider Contact Center (PCC), and Provider Self-Service Technology (PSS). Each contractor shall consider, when reporting, the unique characteristics of their jurisdiction. FQHC information shall be included in the AB MAC PAR template. HH+H MACs shall prepare a separate PAR for their corresponding HH+H work.

Guidance/Instructions for Reporting

The PAR shall be due to the CMS on the 30th calendar day after the first 6 months of the contract year. It shall contain information about PCSP activities from months 1-6 of the contract year. If the 30th calendar day falls on a weekend or holiday, the report will be due at close of business on the next business day. The second PAR, covering months 7-12 of the contract, is due 30 calendar days after the last day of the contract year. This report shall not exceed 10 pages, excluding attachments. The PAR shall be sent electronically in MS Word to the Provider Services mailbox at providerservices@cms.hhs.gov and to the appropriate CMS deliverables mailbox.

Contractors shall ensure they are utilizing the most recent version of the PAR template/format and instructions located on the CMS Web site at <http://www.cms.gov/Medicare/Medicare-Contracting/FFSProvCustSvcGen/Program-Support.html>. Contractors shall be notified of updated templates via the CMS PCSP Contractor User Group (PCUG) listserv described in section 10 of the CMS Internet Only Manual, Pub 100-9, Chapter 6.

The PAR shall address the following concerning the PCSP:

- A. Data Analysis
- B. Coordination and Communication
- C. Technology Enhancements
- D. Internal Staff Development and Training
- E. Other PCSP Activities

A. Data Analysis – Contractor shall analyze all available data (e.g., Error Rate Reduction Data, Inquiry Analysis, Claims Submission Errors, quality data and Medical Review Referrals, etc.)

1. Discuss how you utilize and assess the outcome of the analysis to improve the PCSP. Will there be a particular focus?
2. How did you utilize the results? Can you tie the results to a specific outcome (e.g. provider satisfaction, reduction of inquiries/claims submissions, increased provider satisfaction, etc.)? Please elaborate.
3. What enhancement(s)/process improvements were made to the PCSP as a result of the data analysis?
4. How did you measure the effectiveness of what was implemented as a result of the data analysis? How did you use the results of this evaluation to make further improvements or enhancements to the PCSP?

B. Coordination and Communication – Coordination and communication with internal and external groups

1. Discuss collaboration with internal and external entities during the reporting period and describe any accomplishments that resulted from these partnerships.
2. How did you incorporate the information from internal and external sources into the PCSP? What specifically did you do with this information?
3. How did you measure the effectiveness of partnering efforts? How did you use the results?

C. Technology Enhancements – Technology enhancements to improve provider satisfaction

1. What technological changes/enhancements were made to your PCSP and what was the impact of those changes?
2. How did you measure the effectiveness of the technological enhancements?
3. How did you use feedback from the website satisfaction survey to make improvements to the PCSP?
4. During this reporting period, for those contractors who have implemented a toll free project:
 - a. What issues did you experience as a result of the implementation and expansion of call handling and quality standards to other components (e.g. Provider Enrollment, EDI, Appeals)? How did you resolve these issues?
 - b. Was the implementation/expansion transparent to the provider community? If not, what was the provider feedback?
 - c. What changes, if any, resulted from the toll free project?

D. Internal Staff Development and Training – Training and development of the PCSP staff

1. What role did data analysis play in training internal staff?
2. How did you incorporate the results from various PCSP components (e.g., Quality Call Monitoring, Quality Written Correspondence Monitoring, Direct Monitoring, Inquiry Tracking, the contractor's internal quality monitoring program, etc.) into the PCSP training?
3. How did you use feedback from training session evaluations to improve the PCSP?

E. Other PCSP Activities

Summarize what, if any additional PCSP enhancements were implemented? Share your successes and best practices for this reporting period. Additionally, discuss any CMS policies/issuances which significantly impacted performance and prompted changes to the PCSP.