

DOs and DON'Ts for PCSP of the Year Nominations - 2013

The following PCSP of the Year DOs and DON'Ts are recommendations from CMS and a compilation of lessons learned throughout the years in selecting the PCSP of the Year. CMS encourages Medicare Fee-For-Service contractors to be creative in presenting themselves and to focus on the big picture, as the PCSP of the Year is an award that recognizes a PCSP greater than the sum of its parts.

For questions related to the content of this document, please send an e-mail to providerservices@cms.hhs.gov with the subject line "PCSP of the Year".

DOs

DOs	Creative/ Innovative Approaches	Approaches that Show Proven Results	Strategic Collaboration
Do submit a nomination. Over the years, contractors that consistently submit nominations have shown improvements in outlining/presenting their accomplishments.	✓	✓	✓
Do focus on the big picture and what the sum of all PCSP achievements reflects. This is what CMS means by <i>results greater than the sum of its parts</i> .	✓	✓	✓
Do be strategic in organizing the PCSP accomplishments. Focus on how the PCSP accomplishments relate to all areas of the PCSP (Provider Contact Center, POE, and Self-Service Technology), to CMS' vision for an outstanding PCSP, its mission, and broader goals described in the award criteria document (i.e., integrated PCSP, service accountability, financial stewardship, streamlined operations) when outlining your accomplishments. The more a contractor's accomplishments relate to them, the better.	✓	✓	✓
Do focus on PCSP accomplishments and how well the accomplishments relate to all criteria key words.	✓	✓	✓
Do use quantifiable and/or graphic representations of your accomplishments to reflect where you were and where you are.	✓	✓	✓
Do complete CMS' nomination template. Begin completing it early enough to avoid missing relevant information.	✓	✓	✓
Do verify the accuracy of the information and data entered on the nomination template.	✓	✓	✓
Do submit the nomination timely.	✓	✓	✓
Do focus on the following key words and/or phrases for accomplishments related to Criterion 1 - Creative/ Innovative Approaches:			
1. Creative/Innovative Approaches	✓		
2. Cutting Edge Ideas/Tools			
3. New/Enhanced			
4. Benefits /Outcomes			
Do focus on as many cutting edge ideas/tools implemented and/or piloted during the PCSP of the Year award period as possible.	✓		
Do focus on the unique aspects/enhancements of the ideas/tools; this may include processes and procedures that are unique to your organization.	✓		
Do focus on what was achieved, outcomes obtained and broad benefits to your organization, providers,	✓		

<p>CMS, Medicare and beyond. Do keep in mind that something new or enhanced in your organization does not necessarily make it innovative.</p>	<p>✓</p>
<p>Do focus on the following key words and/or phrases for accomplishments related to Criterion 2 - Approaches that Show Proven Results:</p> <ol style="list-style-type: none"> 1. Outstanding Quantifiable Proven Results 2. Exceed PCSP Standards 3. Consistent Performance 4. Cost-Effective Operation 5. Significant Improvement 6. Under PCSP Funding Levels 	<p>✓</p>
<p>Do focus on accomplishments in initiatives /programs that exceeded CMS' PCSP requirements/standards.</p>	<p>✓</p>
<p>Do emphasize on verifiable significant savings to the program.</p>	<p>✓</p>
<p>Do emphasize how/when efficiencies/effectiveness were/was reflected in PCSP operations.</p>	<p>✓</p>
<p>Do emphasize on accomplishments where PCSP performance was consistently above the average and/or outstanding improvement was obtained.</p>	<p>✓</p>
<p>Do focus on the following key words and/or phrases for accomplishments related to Criterion 3 – Strategic Collaboration:</p>	
<ol style="list-style-type: none"> 1. Comprehensive, Coordinated and Integrated PCSP 2. Internal/External New/Improved Initiatives 3. Purposeful Manner 4. Significant Outcomes 5. Broadening Benefits 	<p>✓</p>
<p>Do maintain a balance between internal and external collaborations.</p>	<p>✓</p>
<p>Do emphasize accomplishments where the PCSP provided leadership/shared initiatives that were new/enhanced/unique to the PCSP.</p>	<p>✓</p>
<p>Do focus on what was achieved, significant outcomes and broad benefits of PCSP strategic collaborations.</p>	<p>✓</p>
<p>Do emphasize the extent of your internal and external collaborations and how all the pieces were integrated/coordinated.</p>	<p>✓</p>
DON'Ts	
<p>Don't exceed the 10-page limit for the award nomination.</p>	<p>✓ ✓ ✓</p>
<p>Don't highlight accomplishments that the PCSP achieved previous to the PCSP of the Year award period.</p>	<p>✓ ✓ ✓</p>
<p>Don't include accomplishments initiated by the contractor's corporate side and/or other internal departments.</p>	<p>✓ ✓ ✓</p>
<p>Don't duplicate information in nominations submitted for different lines of Medicare business within the same contractor.</p>	<p>✓ ✓ ✓</p>
<p>Don't submit accomplishments with lack of information/ no illustration of effectiveness /efficiency/ improvements.</p>	<p>✓ ✓ ✓</p>

Don't include accomplishments that cannot be verified.	✓	✓	✓
Don't include creative/innovative approaches, improved results, and collaborations that required substantial resources and guidance from CMS.	✓	✓	✓
Don't include as innovative an idea/tool/program that is not unique to your PCSP unless you are the leader in implementing it or, if you are not the leader in implementing it, the idea/tool/program is unique and stands out on its own due to its characteristics and/or the outstanding accomplishments that it affords.	✓		
Don't include innovative ideas/tools/programs that have not been implemented yet.	✓		
Don't operate beyond the PCSP funding limits.		✓	
Don't fail on basic performance requirements.		✓	
Don't emphasize the level of performance that is required of all contractors.		✓	
Don't include routine PCSP collaborative efforts unless they are enhanced/unique to your PCSP.			✓