

# Provider Customer Service Program (PCSP) of the Year - 2015

## Extraordinary Performance... Extraordinary Results

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The Centers for Medicare & Medicaid Services (CMS) is continuing to present this award to acknowledge excellence in the operation of the Provider Customer Service Programs (PCSPs) at the Medicare Administrative Contractors (MACs). CMS' vision of an outstanding PCSP is one in which all aspects of the PCSP - Provider Contact Center (PCC), Provider Outreach and Education (POE), and Provider Self-Service (PSS) Technology – are strategically coordinated so that the whole reflects accomplishments greater than the sum of the parts. For this award, which will be presented in late 2015, CMS wishes to recognize a MAC PCSP that best supports CMS' mission of providing accessible, accurate, timely, and consistent information to Medicare providers.

In selecting the most outstanding PCSP for 2015, CMS would like to recognize a **PCSP of the Year**, whose accomplishments include the following:

1. Integrated PCC, POE, and PSS Technology in performing the PCSP work.
2. Outstanding performance.
3. Provider satisfaction through timely delivery of accurate and consistent information.
4. Savings to the Medicare Trust Fund through the reduction of provider claim submission error rates/improper payments.
5. Enhanced communication and collaboration to improve internal and external partnerships.
6. Implementation of creative/innovative solutions that improve accessibility to provider customer service, self-service tools and outreach and education.
7. Contributions/Collaborations leading to improved PCSP operations at a national level.

### Winning the PCSP of the Year

The PCSP of the Year is an award given to a MAC's entire PCSP operation. The MAC who wins the **PCSP of the Year** will receive the following recognition and accolades:

1. **PCSP of the Year** Award plaque and certificate, presented at the 2015 Fall Contractor Executive Meeting.
2. Award letter from the Acting Director, Provider Communications Group/Center for Medicare/CMS with a copy to the Director, Medicare Contractor Management Group/Center for Medicare/CMS.
3. Recognition on the CMS Contractor Provider Customer Service Program Exemplary Practices web page located at <http://www.cms.gov/Medicare/Medicare-Contracting/FFSProvCustSvcGen/Exemplary-Practices.html>.
4. Announcement via message from the Provider Customer Service Program Contractor User Group (PCUG) listserv.

### Award Criteria

MACs shall nominate themselves for the **PCSP of the Year**. The CMS will evaluate each nomination based on the following criteria:

1. **Approaches That Show Proven Results** - Demonstrate outstanding quantifiable results that consistently meet or exceed the PCSP standards in the Internet Only Manual Pub. 100-09, *Medicare Contractor Beneficiary and Provider Communications Manual*, Chapter 6 and the MAC Statement of Work.
2. **Creative/Innovative Approaches** – Demonstrate creative/innovative approaches to PCSP operations that result in enhanced accessibility to provider customer service, self-service technology and outreach and education, error rate reduction/reduction in improper payments and provider satisfaction.
3. **Strategic Collaboration** – Achieve a comprehensive, coordinated and integrated PCSP by working jointly in a purposeful manner with internal components of the MAC's organization and external groups, such as CMS, other MACs, the provider community, and other key stakeholders. Strategic collaboration includes, but is not limited to, contributions to national PCSP operations.

A nomination must clearly differentiate the work that distinguishes the 2015 **PCSP of the Year** Award nomination from the work that was the basis for a previous **PCSP of the Year** award nomination.

### **Nomination Process and Instructions**

1. MACs may obtain all the 2015 **PCSP of the Year** Award documents at <http://www.cms.gov/Medicare/Medicare-Contracting/FFSProvCustSvcGen/Exemplary-Practices.html>.
2. MACs should review the 2015 PCSP of the Year DOs and DON'Ts before outlining the MAC's accomplishments in the Nomination Template.
3. MACs shall complete the Nomination Template to be considered for the **PCSP of the Year** Award. All applicable supporting documentation should be included with the submission except that which is not available electronically (see additional information below).
4. MACs shall submit a nomination by contract type (HH+H MAC, A/B MAC, DME MAC).
5. Nominations shall not exceed 10 pages total, excluding supporting documentation.
6. MACs shall verify and attest to the accuracy of the information and data included in their nominations before submission to CMS.
7. Nominations are due by close of business August 21, 2015.
8. Accomplishments cited in the nomination should be noteworthy, achieved anytime in the previous 12-month period ending in July 2015, and show a trend covering several months. However, the activities leading to the accomplishments may have been implemented prior to the 12-month period ending in July 2015.
9. In order to be considered for the **PCSP of the Year** Award, nominees shall continue meeting/exceeding the award criteria after the award nomination submission date.

### **Number of Awards**

The CMS will select only one MAC for this award per year. The CMS will announce the winner in the last quarter of calendar year 2015.

### **Nomination Submission Process**

All nominations shall be submitted electronically, except for any supporting documentation that is not available electronically. Nominations and supporting documentation shall arrive at CMS by close of business on August 21, 2015.

- E-mail
  - Send e-mail nominations and supporting documentation to the Provider Services Mailbox at [providerservices@cms.hhs.gov](mailto:providerservices@cms.hhs.gov) with the subject line: PCSP of the Year Nomination.

- Mail
  - Send hardcopy supporting documentation that is not available electronically to arrive by August 21, 2015 to:

PCSP of the Year Supporting Documentation  
CMS/CM/PCG/DCPC  
7500 Security Boulevard, Mailstop C4-13-07  
Baltimore, MD 21244-1850

**Questions about the Nomination Process**

Send questions and comments about the **PCSP of the Year** nomination process to the Provider Services Mailbox at [providerservices@cms.hhs.gov](mailto:providerservices@cms.hhs.gov) with the subject line: PCSP of the Year Nomination Process.