

# Provider Customer Service Program (PCSP) of the Year - 2013

## Extraordinary Performance... Extraordinary Results

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Contractor Name Program (HH+H MAC, A/B MAC, DME MAC, Legacy RHHI, Part A or Part B)	_____	Submission Date	_____
		Contact Information	_____

### Part I - General Instructions

1. In order to be considered for the PCSP of the Year Award, contractors shall complete this template to submit their nomination.
2. Contractors shall submit a nomination by contract type (HH+H MAC, A/B MAC, DME MAC, Legacy RHHI, Part A or Part B).
3. All applicable supporting documentation must be attached to the template at the time of submission.
4. Contractors must verify the accuracy of the information and data included on their nominations before submission to CMS.
5. The completed nomination template should not exceed 10 pages total. This limit does not apply to the nomination supporting documentation.
6. Nominations are due by close of business August 16, 2013.
7. Accomplishments cited in the nomination should be noteworthy, achieved anytime in the previous 12-month period ending in July 2013, and show a trend covering several months. However, the activities leading to the accomplishments may have been implemented prior to 2013. Newly awarded MACs may cite accomplishments occurring in their legacy contracts/prior MAC contracts as long as the service areas for the MAC and legacy contracts/prior MAC contracts are similar and/or if the practices leading to the accomplishments are continuing under the MAC contract.
8. CMS will only consider accomplishments denoted in the award submission materials.
9. The submission can either be e-mailed or mailed via U.S. Postal Service or FedEx.
  - o 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.
  - o Send hardcopy submissions to:  
PCSP of the Year Nomination  
CMS/CM/PCG/DCPC  
7500 Security Boulevard, Mailstop C4-13-07  
Baltimore, MD 21244-1850
10. 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.
11. Recommendations for contractors' submissions:
  - a. Focus on accomplishments/initiatives originated by the PCSP or where the PCSP had substantial involvement. Accomplishments related to corporate programs are not considered for this award.
  - b. To demonstrate effectiveness/improvement/proven results, contractors are encouraged to include tables, graphs or relevant information that helps to clearly demonstrate such accomplishments.
  - c. Focus on results that can show substantial impact on the PCSP performance, outcome and benefits to the Medicare providers and other Medicare stakeholders (i.e., what changed as a result of the effort?, how much did it change?). Use examples to illustrate effectiveness.
  - d. Contractors that submit nominations for more than one contract type (HH+H MAC, A/B MAC, DME MAC, Legacy RHHI, Part A or Part B) need to clearly reflect differences between contracts. Otherwise, all nominations will look very similar.
  - e. For additional recommendations, please review the 2013 PCSP of the Year Dos and Don'ts located at <http://www.cms.gov/Medicare/Medicare-Contracting/FFSProvCustSvcGen/Exemplary-Practices.html>.

## Nomination Template

### Part II – Accomplishments

Please complete one of the numbered table below for each of the accomplishments the PCSP would like to present to CMS. Follow the description on each of the fields for the item reflected in the table below. Contractors may include more than 5 accomplishments, just copy and paste the accomplishment table and change the accomplishment's number.

Accomplishment Number/Name (Enter)	Enter the number and a descriptive name of the contractor's accomplishment.
CMS' Goals	<p>Select all applicable goals for the accomplishment:</p> <ol style="list-style-type: none"> <li>1. Integrated PCC, POE, and Provider Self-Service Technology in performing the PCSP work.</li> <li>2. Service accountability – The extent a PCSP's accomplishments hold/reflect a culture of responsibility towards the Medicare program and its providers. Service accountability is achieved, but is not limited to, when a PCSP follows the right path going above and beyond through independent actions adopting exemplary practices, promoting self- improvement, providing/sharing information insight, maintaining transparency in operations and open communications.</li> <li>3. Enhanced Medicare provider experience.</li> <li>4. Outstanding performance</li> <li>5. Medicare provider satisfaction through timely delivery of accurate and consistent information</li> <li>6. Enhanced accessibility to provider customer service and self-service tools.</li> <li>7. Savings to the Medicare Trust Fund through the reduction of Medicare provider claim submission error rates</li> <li>8. Enhanced communication and collaboration to improve internal (contractors' other functional departments) and external (CMS, Medicare partners, providers) partnerships.</li> <li>9. Enhanced data analysis resources to improve management capabilities such as monitoring and reporting.</li> <li>10. Enhanced PCC due to creative/innovative solutions.</li> <li>11. Streamlined PCSP operation increasing effectiveness, efficiency, reliability and/or optimization of resources.</li> <li>12. Financial stewardship through cost-effective PCSP operation</li> <li>13. Improved PCSP productivity, team work, moral, training and retention.</li> <li>14. Contributions leading to improved CMS' PCSP operations at a national level (e.g., overall PCSP performance, self-service technology, quality of operations, provider education and outreach, staff development and idea sharing with CMS and other Medicare contractors.)</li> <li>15. Other: _____</li> </ol>
Award Criteria	<p>Select all applicable criteria for the accomplishment:</p> <ol style="list-style-type: none"> <li>1. Creative/Innovative Approaches</li> <li>2. Approaches That Show Proven Results</li> <li>3. Strategic Collaboration</li> </ol>
Implementation Date	<p>Please note that accomplishments cited in the nomination should be noteworthy, achieved anytime in the previous 12-month period ending in July 2013, and show a trend covering several months. However, the activities leading to the accomplishments may have been implemented prior to 2013. Newly awarded MACs may cite accomplishments occurring in their legacy contracts/prior MAC contracts as long as the service areas for the MAC and legacy contracts/prior MAC contracts are similar and/or if the practices leading to the accomplishments are continuing under the MAC contract.</p>
Description	Describe the accomplishment and/or the nature of the program and/or initiative that was achieved.
Outcome (Broad Benefits/Results)	Describe the actual achievement. Elaborate on what was accomplished and the broad benefits and proven results delivered that made it a noteworthy accomplishment.

## Nomination Template

<b>Accomplishment 1</b>	
CMS' Goal	
Award Criteria	
Implementation Date	
Description	
Outcome (Broad Benefits/Results)	

<b>Accomplishment 2</b>	
CMS' Goal	
Award Criteria	
Implementation Date	
Description	
Outcome (Broad Benefits/Results)	

<b>Accomplishment 3</b>	
CMS' Goal	
Award Criteria	
Implementation Date	
Description	
Outcome (Broad Benefits/Results)	

<b>Accomplishment 4</b>	
CMS' Goal	
Award Criteria	
Implementation Date	
Description	
Outcome (Broad Benefits/Results)	

<b>Accomplishment 5</b>	
CMS' Goal	
Award Criteria	
Implementation Date	
Description	
Outcome (Broad Benefits/Results)	

Nomination Template

Part III – Open Question

Why should CMS select your contractor's PCSP as the PCSP of the Year? (Please limit the response to no more than 500 words)

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