

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

Extraordinary Performance... Extraordinary Results

Medicare Administrative
Contractor (MAC) Name _____
Program _____
(HH+H MAC, A/B MAC, DME MAC)

Jurisdiction _____
Contact _____
Information _____

Part I – Accomplishments

Please complete one of the numbered tables 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. MACs may include more than 5 accomplishments by copying and pasting the accomplishment table and changing the accomplishment's number.

Accomplishment Number/Name	Enter the number and a descriptive name of the contractor's accomplishment.
CMS' Goals	Select all applicable goals for the accomplishment: <ol style="list-style-type: none"> 1. Integrated Provider Contact Center (PCC), Provider Outreach and Education (POE), and Provider Self-Service (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 to 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.
Award Criteria	Select all applicable criteria for the accomplishment: <ol style="list-style-type: none"> 1. Approaches That Show Proven Results 2. Creative/Innovative Approaches 3. Strategic Collaboration
Implementation Date	Please note that 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.
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 and outcome. Elaborate on what was accomplished and the broad benefits and proven results delivered that made it a noteworthy accomplishment.

Nomination Template

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

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

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

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

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

Part II – Open Question

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

Nomination Template

Part III – Verification and Attestation

By signing below, the MAC representative is attesting to the accuracy of the information and data presented in the nomination, including supporting documentation.

Signature: _____

Title:

Date