

Provider Service Plan (PSP)

Contract Award/Effective Date:

mm/dd/yy)

Submission Date: (mm/dd/yy)

Contractor Name

Contractor Type: DME, A/B or HH+H

Medicare Administrative Contractor (MAC) (include Jurisdiction)

Contractor Address

Contractor Web Address

PSP Coordinator: Name, Title

Telephone number

E-mail address

Provider Service Plan

DME / A/B / HH+H MACs

Contractors shall prepare and submit a single Provider Service Plan (PSP) that outlines the contractor's Provider Customer Service Program (PCSP) strategy as defined in IOM Pub 100-09, Chapter 6, and in the MAC Statement of Work. The PSP outlines the strategies, project activities, efforts and approaches the contractor will use throughout the duration of its contract. FQHC information shall be included in the AB MAC PSP template. HH+H MACs shall prepare a separate PSP for their corresponding HH+H work.

Guidance/Instructions for Reporting

The PSP shall be due to CMS by the last day of the first month after the contract award date/contract effective date for newly awarded contracts. The PSP is required for each new contract. Even if an incumbent wins, each contract is separate. For those contracts awarded the 15th of the month or later, the PSP shall be due by the last day of the second month after contract award date/contract effective date. If the due date falls on a weekend or holiday, the report shall be due at close of business on the next business day. This report shall not exceed 10 pages, excluding attachments. The PSP 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 PSP template/format and instructions located on the CMS Web site at <http://www.cms.gov/Medicare/Medicare-Contracting/FFSPProvCustSvcGen/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.

At a minimum, the PSP shall address the contractor's strategy related to the following aspects of the PCSP:

- A. Jurisdiction/Service Area Characteristics
- B. Data Analysis
- C. Coordination and Communication
- D. Technology Enhancements
- E. Internal Staff Development and Training
- F. Other PCSP Activities

A. Jurisdiction/Service Area Characteristics

Briefly describe any unique characteristics in the jurisdiction and how these distinctive features will be addressed in your PCSP.

B. Data Analysis

1. Discuss how you will approach data analysis to improve the PCSP. Will there be a particular focus?
2. How will you measure the effectiveness of what was implemented as a result of the data analysis?

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

1. Discuss your plan for collaboration with internal and external entities.
2. How do you plan to incorporate the information from internal and external sources into the PCSP?
3. How will you measure the effectiveness of partnering efforts? What are the anticipated benefits from these partnerships?

D. Technology Enhancements – Technology enhancements to improve provider satisfaction, service and education

1. How will you determine what technological changes/enhancements to make to the PCSP?
2. How will you measure their effectiveness?
3. How will you use feedback from the website satisfaction survey to make improvements to the PCSP?

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

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

F. Other PCSP Activities

Summarize additional PCSP activities not previously addressed.