

## **Provider Service Plan (PSP)**

Contract Start 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 during the reporting period 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 of the first year of their contract. If the last day falls on a weekend or holiday, the report will 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](mailto: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/FFSProvCustSvcGen/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 following concerning 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 use the results of data analysis to improve the PCSP. Will there be a particular focus?
2. What enhancement(s)/process improvements do you anticipate making to the PCSP? What is the desired result?
3. 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. What technological changes/enhancements, if any, do you expect to make and what is the anticipated impact of those changes on the PCSP?
2. How will you measure the effectiveness of the technological enhancements?
3. How will you use feedback from the website satisfaction survey to make improvements to the PCSP?
4. For contractors who have implemented or will be implementing a toll free project:
  - a. How do you plan to publicize the expanded services to the provider community?
  - b. How do you plan to address any PCSP issues which may impact the delivery of service?

## **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, Direct 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 what, if any additional PCSP enhancements or activities, not previously addressed will be implemented.