

Provider Service Plan (PSP)

Contract Year: (mm/dd/yy-mm/dd/yy)

Submission Date: mm/dd/yy

Contractor Name
Contractor Type (Carrier, FI, DME MAC or A/B MAC (if A/B MAC or DME
MAC, include Jurisdiction))
Contractor Address
Contractor Web Address

PSP Coordinator: Name, Title
Telephone number
E-mail address

Provider Service Plan

Carriers / Fiscal Intermediaries / DME MACs / A/B MACs

The Provider Service Plan (PSP) shall outline the strategies, projected activities, efforts, and approaches each contractor plans to use to continuously improve Medicare provider satisfaction through the timely delivery of accurate and consistent information in a courteous and professional manner. The plan shall highlight how the contractor will support the Provider Customer Service Program (PCSP) activities while taking into consideration individual goals and unique characteristics of its jurisdiction.

Guidance/Instructions for Reporting

The PSP shall address and support all the implementation strategies and activities stated in IOM 100-09, Chapter 6, as well as all required activities stated in the Medicare Administrative Contractor (MAC) Statements of Work (SOW).

For the purpose of this report, the term “provider” means any organization, institution, or individual that offers health care services to Medicare beneficiaries and is meant to include suppliers. In addition, “education” refers to provider instruction and “training” refers to internal staff guidance.

At a minimum, the PSP shall address the following:

- A. Jurisdiction/Service Area Characteristics
- B. Data Analysis
 - 1. Claim/ Error Rate Analysis
 - 2. Inquiry Analysis
- C. Technology and Education
- D. Internal Staff Development and Training
- E. Other PCSP Activities

A. Jurisdiction/Service Area Characteristics

1. Briefly describe any unique characteristics of the provider community in the jurisdiction or service area and how these distinctive features will be addressed in your PCSP.
2. Briefly describe any unique provider services performed in the jurisdiction and how this will be addressed in your PCSP.

B. Data Analysis

1. Claims/Error Rate Analysis

- a. What steps will you take to reduce the CERT rate? List data sources to be employed to analyze and reduce error rates.
- b. How will you use your analysis of provider claims submission errors in your PCSP? Explain how you will use Recovery Audit Contractor (RAC) findings in provider education.
- c. Explain how you plan to use the Provider Compliance resource page (http://www.cms.gov/MLNProducts/45_ProviderCompliance.asp) to develop education materials, (e.g., articles, visual presentations in the development of your education).

2. Inquiry Analysis

- a. How will you use your top five provider telephone and written inquiries to develop education strategies, products or materials?
- b. How will you measure the effectiveness of the educational activities developed based upon your top inquiries?

C. Technology and Education

Please explain your overall provider education strategy and the specific activities you will undertake to implement the strategies.

1. Explain how you will use technology to further your provider education efforts.
2. Explain your approach to marketing self- service technology.
3. Explain how you plan to promote your electronic mailing list (listserv). What are some other tools (e.g. social media) being utilized to communicate and educate Medicare providers?
4. In developing education materials, (e.g. articles, visual presentations) explain how you will use MLN Matters' articles and products in your educational plan.

D. Internal Staff Development and Training

1. How will you use the top five telephone and written inquiry categories to develop training topics/materials for the PCSP staff?
2. How will you incorporate the results from Quality Call Monitoring (QCM), Quality Written

Correspondence Monitoring (QWCM), direct and remote monitoring, etc., into your PCSP training?

E. Other PCSP Activities

Summarize what, if any, additional activities or efforts not previously discussed will be implemented.