

**SAMPLE Provider Service Plan (PSP) COVER SHEET**

**Provider Customer Service Program  
Provider Service Plan  
Contract Year (mm/dd/yy – mm/dd/yy)\***

**Contractor Name  
Contractor Number  
*Contractor Type (Carrier, FI, DME MAC or A/B MAC)*  
Contractor Address  
Contractor Web Address**

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

---

\*For legacy Title XVIII contractors, the “contract year” is the Fiscal Year

***REVISED 7/13/09***

## **Introduction**

The annual Provider Service Plan (PSP) shall outline the strategies, projected activities, efforts, and approaches each contractor plans to use during the forthcoming year 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 leverage the integration of their provider outreach and education, provider contact center and provider self-service technology functions to achieve this result. In addition, the plan shall outline how the contractor will support CMS' Provider Customer Service Program (PCSP) activities while taking into consideration its individual goals and unique characteristics of its jurisdiction.

## **Guidance/Instructions for Reporting**

The PSP shall include an evaluation of the strengths and weaknesses of the previous contract year's work, as well as how the findings from that evaluation were incorporated into the forthcoming year's strategy. 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). At a minimum, the PSP shall address the following:

- A. Past Performance
- B. Jurisdiction/Service Area Characteristics
- C. Data Analysis
- D. Coordination with Other Entities
- E. Technology
- F. Internal Staff Development and Training
- G. Provider Education and Outreach Activities

For the purposes of this report, the term "provider" refers to any organization, institution, supplier, or individual that offers health care services or medical equipment or supplies to Medicare beneficiaries.

### **A. Past Performance**

Discuss the past year's contractor performance and its impact on your ongoing PCSP program. Provide specific information about last year's work and how lessons learned were incorporated into this PSP.

### **B. Jurisdiction/Service Area Characteristics**

- 1) Briefly describe any unique characteristics of the provider community in your jurisdiction or service area and how this information is addressed in your PCSP.
- 2) Briefly describe any unique provider services performed in your contract jurisdiction and how this is addressed in your PCSP.

### **C. Data Analysis**

Just as the PCSP integrates the contractor's provider contact center, provider outreach and education activities and provider self-service options, data analysis should be performed in a way that produces results for each of these individual components, as well as adds to the overall success of the PCSP. At a minimum, the results of the contractor's data analysis program shall be used to:

- Create and update website content, including Frequently Asked Questions (FAQs)
- Create and update Interactive Voice Response (IVR) messages
- Develop training topics/materials for CSRs, correspondents and Provider Outreach and Education (POE) staff
- Develop training topics/materials for providers
- Develop agenda items for "Ask the Contractor" Teleconferences (ACTs) and POE Advisory Group (AG) meetings
- Increase website satisfaction survey scores
- Increase listserv registration
- Improve accuracy of CSR and correspondent responses

The data elements listed in this section shall not be construed as an all-inclusive list. If the contractor performs additional data analysis that does not fit into any of the defined categories, the contractor shall include an additional section explaining the data used and how it adds to the overall success of the PCSP.

#### **1) Error Rate Analysis**

- a) Provide examples of:
  - i) each type of error rate data used in your data analysis program (e.g. Comprehensive Error Rate Testing (CERT) program data);
  - ii) how you will incorporate the results of your analysis of error rate data (including inpatient claims error rate and Recovery Audit Contractor (RAC) data) in your overall PCSP - show how your upcoming plans tie to the error rate data analysis performed;
  - iii) how your approach has changed based on previous years' actions, as well as what prompted the changes;
  - iv) new and innovative initiatives or technology you have implemented or plan to implement related to error rate analysis that differs from your last PSP submission; and
  - v) how you plan to measure the effectiveness of the activities conducted as a result of your analysis of error rate data.
  
- b) What provider education do you plan to undertake in the upcoming year in response to RAC findings?

## **2) Inquiry Analysis**

- a) Provide examples of:
  - i) each type of inquiry data used in your data analysis program (e.g. telephone switch reports, inquiry tracking data);
  - ii) how you will address the findings of your inquiry data analysis to meet overall PCSP goals - show how your strategies tie to the inquiry data analysis performed; and
  - iii) how you plan to measure the effectiveness of the strategies implemented as a result of your inquiry data analysis.

## **3) Claims Submission Analysis**

- a) Provide examples of:
  - i) each type of claims submission data used in your data analysis program (e.g. claims submission errors, remittance advice reports, medical review referrals);
  - ii) how you will incorporate the results of your claims data analysis in your overall PCSP - show how your upcoming plans tie to the claims data analysis performed; and
  - iii) how you plan to measure the effectiveness of the activities conducted as a result of your analysis of claims submission data.

## **4) Quality Assurance Data Analysis**

- a) Provide examples of:
  - i) each type of quality assurance data used in your data analysis program (e.g. Quality Call Monitoring (QCM) data, Quality Written Correspondence Monitoring (QWCM) data, direct and remote monitoring data);
  - ii) how you will incorporate the results of your quality assurance data analysis in your overall PCSP - show how your upcoming plans tie to the quality assurance data analysis performed; and
  - iii) how you plan to measure the effectiveness of the activities conducted as a result of your analysis of quality assurance data.

## **5) Provider Feedback Analysis**

- a) Provide examples of:
  - i) each type of quality assurance tool used in your provider training (e.g. surveys, pre- and post-testing, training evaluations);
  - ii) steps taken in response to Medicare Contractor Provider Satisfaction Survey (MCPSS) findings and training evaluations to improve your PCSP and ensure provider satisfaction; and
  - iii) how you plan to measure the effectiveness of POE AG meetings and ACTs.

#### **D. Coordination with Other Entities**

- 1) Briefly describe the external entities that you plan to partner with in the upcoming contract year (i.e. Quality Improvement Organizations, State Health Insurance Assistance Programs, End Stage Renal Disease (ESRD) Networks, professional associations) and discuss what you hope to accomplish by partnering with them.
- 2) Briefly describe how you plan to work with various departments within your organization to exchange information about the PCSP and to strengthen PCSP operations. Specifically address the working relationships of various departments with the PCSP. Discuss your plans to resolve any issues, and how you plan to incorporate these results into your PCSP.
- 3) Provide examples of how you plan to collaborate with other Medicare contractors to exchange Medicare information and share best practices based on how you collaborated with other Medicare contractors during the last contract year.

#### **E. Technology**

- 1) Describe briefly how you plan to use new technologies, electronic media, and Internet provider educational offerings.
- 2) What are your plans to keep listserv registrants current? What process do you have in place to update the listserv?
- 3) Describe the activities you plan to employ to increase the number of registrants on your listserv(s), including any activities to determine why registrants unsubscribe.
- 4) Briefly describe how you plan to use new and/or existing technology to enhance the efficiency of your contact center.

#### **F. Internal Staff Development and Training**

- 1) Provide examples of how you plan to use the results of internal staff development and training to identify and act upon areas of needed improvement, both for the PCSP as a whole and for individual PCSP staff.
- 2) What are your training goals for the year for new and existing PCSP staff?
- 3) What evaluation mechanisms will be used to gauge the training needs of your existing PCSP and measure the effectiveness of the training provided?

#### **G. Provider Outreach and Education Activities**

Provide a tentative schedule of activities to be held for the upcoming year by event type, date, location, and subject area(s). This information can be included as an attachment. A link to a schedule on your website is also acceptable.