

Medicare Contracting Reform



Provider Customer Service Program

*Gerry Nicholson, Director,
Provider Communications Group*



Provider Customer Service Program

- Provider Self-Service
- Provider Contact Center
- Provider Outreach & Education

Provider Self-Service

- IVR for routine inquiries
- Website
- Web-based trainings
- Encourage Internet status transactions

Provider Contact Center (PCC)

- Telephone inquiries
 - at least two levels of CSR
 - complex referred to specialized unit (PRRS)
- Written inquiries
- Provider Relations Research Specialists (PRRS)

PRRS

- Have time and expertise to research complex inquiries
- Will handle complex beneficiary inquiries referred from the BCC*
- **MAC requirement:** response time
 - ▶ Same for provider and beneficiary inquiries
 - ▶ 75% answered within 10 business days
 - ▶ 90% answered within 20 business days
 - ▶ 100% answered within 45 business days

PCC Standards

- Monitoring for Accuracy

- **Performance standard** – all telephone CSRs must meet a knowledge skills standard of 93% per quarter based upon the QCM tool.
- **Performance standard** – of all written responses monitored for the quarter, the number of CSRs scoring Pass on knowledge skills standard shall be no less than 93% based upon the QWCM tool.

PCC Standards

- Provider Satisfaction with PCC
 - MPCSS provider inquiries score
 - Real-time Call Center Satisfaction Survey (developed using ACSI methodology)

Provider Outreach & Education (POE)

- Many **requirements** about types of education
 - ▶ Education tailored to small providers
 - ▶ Education targeted to reduce the error rate
 - ▶ “Ask-the-Contractor” teleconferences
 - ▶ POE Advisory Groups
 - ▶ Medicare Basics for new billers
 - ▶ Website, listserv

POE Performance Standards

- Annual Decrease in the Provider Compliance Error Rate
- Maintenance of Adequate Provider Satisfaction Scores with Provider Education
- Required provider education implemented correctly for 26 of 30 annually reviewed CMS change requests.