

Provider Customer Service Program (PCSP)
Activity Report (PAR)

Contract Year: (mm/dd/yyyy – mm/dd/yyyy)
Reporting Period: (mm/dd/yyyy – mm/dd/yyyy)

Contractor Name
Contractor Type: DME, A/B or HH+H
Medicare Administrative Contractor (MAC) (include Jurisdiction)
Contractor Address
Contractor Web Address

PAR Coordinator: Name, Title
Telephone Number
Email Address

Your Annual PAR

What do I need to do?

You must submit an annual PAR about the previous reporting period that summarizes your:

- PCSP activities
- Process improvements
- Best practices

In your summary, consider your jurisdiction's unique characteristics and include FQHC information with your A/B MAC reporting.

You must prepare a separate PAR for HH+H jurisdiction workloads.

When is my PAR due?

Your PAR is due 30 calendar days after the last day of your contract year. If the 30th calendar day falls on a weekend or holiday, it's due by close of the next business day.

How long should my PAR be?

Your report shouldn't be longer than 15 pages, not including attachments and the cover page.

How do I prepare my PAR?

You must use the [PAR template and instructions](#). If the template or instructions change, we'll let you know through the PCUG electronic mailing list described in [Medicare Contractor Beneficiary and Provider Communications Manual, Chapter 6](#).

How do I submit my PAR?

You must send your PAR(s) electronically in MS Word to the [Provider Services mailbox](#). Copy your COR or designee.

What should my PAR include?

You must include these sections your report:

- A. POE
- B. PCC
- C. PSS
- D. Other PCSP Activities

You must answer these questions in each section:

- A. POE
 - What was your POE focus for the period? What was your education strategy? How did you find and measure improvement from education in this area? If the focus was the same as the last reporting period, did your education strategy change from your last PAR submission?

- Did you work with your internal MAC departments to plan or enhance your POE activities? If so, describe how.
- Did you collaborate with other MACs on any POE topic(s)? If so, with which MAC(s), on what topic(s), and who initiated the collaboration? Were there benefits? This would include MACs other than your jurisdiction even if it's the same contractor (for example, if the contractor has multiple MACs). Was the partnership ongoing or just for a specific topic or project? How did you measure success?
- How did you inform and educate providers about the most frequent and expensive payment errors that happened during the period? Did you educate about how to avoid or correct these errors? What did you find to be the most effective form of education? What were the results?
- Did you educate providers because of Recovery Auditor findings? If so, describe the education.

B. PCC

- Did you use data analysis to plan and give PCC training? If so, how?
- Was POE staff involved in training PCC staff? If so, how?
- Did the PCC find any POE training topics?
- How did the PCC use inquiry tracking data?

C. PSS

- Did you have any changes or make upgrades to your website, IVR system, or portal functionality? If so, describe them and explain why you made those changes. How did you measure and track how effective the changes were?
- Do you plan to enhance your self-service offerings in the next 6 months to one year? If so, describe how. When do you plan to make the changes?
- If you use social media in your organization, what references to Medicare topics, CMS, or Medicare have you noticed in the comments?
- Did you start using any new social media channels during the reporting period? If so, describe them and any benefits you gained from using social media, including increased POE attendance.
- How did you decide which topics to include in the email messages you sent through electronic mailing lists (excluding emails that transmit MLN Connects®)?

D. Other PCSP Activities

- Did you have any activities you didn't include above or in your Monthly Status Report? If so, discuss them.
- Did you make any changes to your PCSP because you collaborated with outside entities like your POE Advisory Group (POEAG) or Ask-the-Contractor™ Teleconference (ACT)? If so, describe the changes and how you measure their effectiveness. Did the changes strengthen your PCSP? If so, how?
- Did our policies significantly affect your PCSP performance? If so, note the policy, its impact, and the changes you made.