

The 2011 ROCSTAR Award Program

The Centers for Medicare & Medicaid Services (CMS) is looking for individuals who embody the goal of the Provider Customer Service Program (PCSP) – to continuously improve Medicare customer satisfaction through the timely delivery of accurate, accessible, and consistent information to providers in a courteous and professional manner.

To be a CMS ROCSTAR, the individuals must have achieved results that support the goal of the PCSP. These results can be in various areas such as accuracy of responses, training, mentorship, exceptional customer service skills, creativity in designing ways to improve customer satisfaction, successful use of measurement tools, error rate reduction, as well as active integration with other contractor functional areas. Contractors are not limited to these areas in identifying nominees. They are provided only as examples.

Nomination Process

For each nominee, the contractor shall provide the information listed below by the corresponding due date. The Nomination Form shall be no longer than three pages in length. The supporting documentation attachments are not included in the three page limit.

1. Completed nomination form. The nomination form can be found on the CMS website, <http://www.cms.hhs.gov/ExemplaryPractices/Downloads/nominationprocess.pdf>

2. Documentation supporting the nomination, such as:

a. Provider Telephone Inquiry

- Quality Call Monitoring scores for the prior 6 months;
- A CD with a minimum of 5 calls for telephone CSRs;
- Monitoring instructions to enable CMS to remotely monitor the nominee. (Provide the nominee's agent ID, if available);
- If the nominee is also a trainer, submit a package of training materials developed by the individual, as well as a summary of the course evaluations/pre- and post-test results; and,
- Additional materials that the contractor believes are important to support the nomination.

b. Provider Written Inquiry

- Quality Written Correspondence Monitoring scores for the prior 6 months;
- A sample of at least 10 pieces of correspondence generated by nominee. These samples may be emailed to providerservices@cms.hhs.gov or sent via mail. Include the response, incoming inquiry, and any applicable supporting documentation;
- If the nominee is also a trainer, submit a package of training materials developed by the individual, as well as a summary of course evaluations/pre-and post-test results; and,
- Additional materials that the contractor believes are important to support the nomination.

c. Provider Outreach & Education

- Submit educational and training materials that the contractor believes are important to support the nomination. Nominations, either for individuals or for teams should recognize exemplary work in areas such as, but not limited to:
 - Creative/innovative solutions to providing education;
 - Productive interdepartmental meetings;
 - Easy to navigate websites or recently redesigned websites;
 - Innovative external partnerships;
 - Informative bulletins or newsletters;
 - Creative methods used to increase listserv membership;
 - Proven methodologies that link telephone and written inquiries to provider education; and,
 - Written training materials or webinars.

Nomination Submission Process

Submissions can either be e-mailed or mailed.

- E-mail
 - E-mail nominations and supporting documentation to the Provider Services Mailbox at Providerservices@cms.hhs.gov with the subject line: ROCSTAR Nomination.
- Mail
 - Send hardcopy submissions to:

CMS ROCSTAR Awards
CMS/CMM/DCPC
7500 Security Boulevard, C4-13-07
Baltimore, MD 21244

Questions about the Nomination Process

- Send questions and comments about the CMS ROCSTAR nomination process to the Provider Services Mailbox at Providerservices@cms.hhs.gov with the subject line: ROCSTAR Nomination Process.