

SAMPLE COVER SHEET

Provider/Supplier Service Plan (PSP)
Fiscal Year 2005
Provider Customer Service Program

Contractor Name
Contractor Number
Contractor Type (Carrier, FI, or DMERC)
Contractor Address
Regional Office Affiliation

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

Provider/Supplier Service Plan (PSP) Carriers/Fiscal Intermediaries/DMERC's

Background

Medicare Contractors are required to prepare and submit a Provider/Supplier Service Plan (PSP) annually. This report must address overall plans for implementing the provider outreach and education portions of the Provider Customer Service Program (PCSP) in the forthcoming fiscal year. This is a summary of the projected activities and strategies that will be used within the fiscal year to support the provider customer service program activities as well as all required activities stated in the current fiscal year BPRs, the current fiscal year DMERC SOW, and Chapter 4, Section 100-9 of the Medicare Contractor Beneficiary and Provider Communications/Internet Only Manual (IOM).

The plan must include how the following elements of the PCSP will be met, and the planned activities as they relate to the following:

- A. Provider/Supplier Inquiry Analysis and Provider/Supplier Data Analysis
- B. Seminars/Workshops/Trainings/Teleconferences
- C. Bulletins/Newsletters/Educational Materials
- D. New Technologies/Electronic Media/Expanded Use of the Internet/Listserv
- E. Partnering with External Entities
- F. Provider/Supplier Communications (P/SCOM) Advisory Group
- G. Internal Development of Provider/Supplier Issues
- H. Training of Provider/Supplier Education Staff
- I. Charging Fees to Providers/Suppliers for Medicare Education and Training
- J. Other Provider/Supplier Customer Service Activities

A draft PSP must be sent to the Regional Office PSP contact at the same time as the annual budget request. For FY05, the final version of the PSP must be sent electronically by November 30, 2004 to the CMS/Central Office, and to the Regional Office PSP Coordinator. In future fiscal years, the PSP deadline is October 31 for the final version. The Central Office copy should be e-mailed to: ProviderServices@cms.hhs.gov and the subject line must be PSP.

Provider/Supplier Service Plan

A. Provider/Supplier Inquiry Analysis and Data Analysis

1. Inquiry Analysis (Telephone and Written Correspondence)

Describe your plans for collecting telephone and written inquiry data and for developing the top ten provider frequently asked questions (FAQs). Discuss the plan to educate providers and suppliers based on problem areas identified by the inquiries. Summarize the process that will be used to generate the FAQs and how these FAQs will be maintained on a monthly basis. Describe the education strategies and activities you will use to address provider FAQs.

2. Provider/Supplier Data Analysis

Describe how you plan to generate a monthly list of the most frequent claims submission errors from providers/suppliers. Describe the education strategies and activities you will use to address provider claims submission errors.

3. Complex Telephone and Written Inquiries

Describe your process for responding to complex telephone and written inquiries within 45 business days based on the requirements set forth in section 3376.2.6.3.2 of CR#3376.

B. Seminars/Workshops/Training Events/Teleconferences

Describe your plans for provider seminars, workshops, training events, teleconferences or other face-to-face meetings to educate and train providers/suppliers about Medicare program and billing issues. Describe the process to identify appropriate training topics, including a review of CMS change management requests. Include tentative plans to provide education on the home health benefit (Carriers only), as well as preventive benefits, if appropriate.

Summarize how you plan to coordinate activities with other regional Medicare Contractors, including Quality Improvement Organizations (QIOs), State Health Insurance Assistance Programs (SHIPs), Payment Safeguard Contractors (PSCs), CERT contractors, End Stage Renal Disease (ESRD) networks, other Carriers and Intermediaries, interested groups, organizations, and CMS partners.

Explain how you plan to develop and implement practical/effective measures for each seminar/workshop/training event. Also discuss how teleconferences will be planned to address and resolve inquiries from providers/suppliers as a method to reach a broad audience. One event can meet several requirements for implementing seminars/workshops/trainings and teleconferences.

B. Seminars/Workshops/Trainings/Teleconferences; cont'd

1. Training Tailored to Small Providers

Discuss how you plan to tailor training for providers with fewer than 25 full time equivalents; or suppliers with fewer than 10 full time equivalents. Discuss your plans for offering at least two educational programs tailored to meet the needs of your providers and suppliers. The training must allow for interactive communication such as face-to-face trainings or web-based seminars. In FY05, three training sessions are required; thereafter, contractors must offer a minimum of six events per state per fiscal year to small providers. Explain how will this be accomplished.

2. Training Tailored to Reduce the Error Rate

What is your process to utilize error rate information to develop provider education? Discuss how the evaluation and analysis of the Comprehensive Error Rate Testing (CERT) data will be used to design and implement provider education strategies and activities that will lead to a reduction in the claims error rate.

3. “Ask-the-Contractor Teleconferences” (ACT)

Describe plans to organize and hold “Ask-the-Contractor” Teleconferences (ACT). Discuss how you will use the P/SCOM Advisory Group to help establish the size, topics, provider types, timing and frequency of the teleconferences. Technical approaches such as web-chat capabilities must be included in this discussion, as well as plans to invite CMS regional office staff to participate.

4. Complete the chart below:

Tentative Schedule of Seminars/Workshops/Trainings/Teleconferences

Activity (S,W,C, T,E, P, ACT,O)	Proposed Topic	Target Audience	Proposed Location (City, State)	Projected # of participants	Tentative date (Month, Year)	Tailored to Small Providers (Y/N)	Tailored to reduce the error rate (Y/N)

S=Seminar, W=Workshop, C=Convention/Annual Meeting T= Teleconference, E=Educational Forum, P=Presentation, ACT= “Ask-the-Contractor” Teleconference, O=Other

C. Bulletins/Newsletters/Educational Materials

Explain your plans for developing and disseminating bulletins and/or newsletters consistent with the requirements outlined in IOM Pub.100-9 Chapter 4. Include the frequency for which the bulletins/newsletters will be produced and distributed. Additionally, this section should include your plan for encouraging providers to obtain electronic copies of bulletins/newsletters and other notices through your Web site. **Please indicate if you are participating in the E-Bulletin initiative.**

1. Complete the chart below:

Proposed Publication Schedule for Recurring Publications

Name of Publication	Frequency of Publication	Target Audience	Electronic (Y/N)	Paper (Y/N)

D. New Technologies-Electronic Media/ Expanded Use of the Internet/Marketing of Self Service Technology

1. New Technology

Discuss how will you use new technologies and electronic media as an efficient, timely and cost-effective means of disseminating Medicare provider/supplier information to the audiences you serve. Discuss how you will find solutions for providers who lack Internet access, based on section 3376.3.3.2 of CR# 3376.

Also discuss any planned web enhancements in this section, as well as the feedback mechanism located on the homepage of your website. Include a discussion on how you plan to encourage the use of self-service technology (i.e., use of CMS and contractor Internet websites, web pages, listservs, IVRs, etc.).

2. Electronic Mailing Lists (Listservs)

Describe how providers/suppliers will be encouraged to sign-up for your listserv. What measures will be taken to actively market and promote to the provider/supplier community, the advantages and benefits of being a member of your listserv(s)? How do you plan to achieve the required percentage of members that join your listserv(s) based on your provider count? Outline your plan to monitor the progress of this outcome.

3. Expanded Use of the Internet

Discuss your plans to use web casting, web-based conferencing, and computer based trainings. Also talk about how you plan to incorporate Internet educational offerings and plans to expand to one per quarter thereafter, with a minimum of three events in FY05 and six events thereafter.

4. Marketing of Self Service Technology

Discuss how you plan to educate and encourage the use of self-service technology (i.e., use of CMS and Contractor Internet websites, web pages, listserv, IVRs, etc.). How will this self-service technology be marketed?

E. Partnering with External Entities

Describe your plans for partnering with external entities. Include the names of the organizations that you plan to solicit for partnership requests in the upcoming fiscal year? Talk about your reasons for selecting these organizations and what you expect to accomplish by working with them.

F. Provider/Supplier Communications (P/SCOM) Advisory Group

Discuss how the P/SCOM Advisory Group membership will be selected and/or maintained. What plans do you have to solicit agenda items, select potential meeting locations, and establish meeting schedules? Also include any plans for implementing suggestions and recommendations of the group. Attach the current membership listing along with the specialty and geographic location of each member.

G. Internal Development of Provider/Supplier Issues

How will you work with the various departments within your organization to exchange information about the issues that arise on a daily basis? How do you plan to use the information received at these meetings to develop effective training tools? Describe your process to follow up/resolve the issues that result from these meetings.

1. Complete the chart below:

Internal Development of Provider/Supplier Issues

Internal components (Suggestions only)	Planned meeting dates/times	Goals	Process for follow up/Resolution to issues that result from meetings
Appeals			
Change Management Division			
Claims Processing			
Fraud			
LPET			
Medical Review			
Provider Contact Center			

Internal Development of Provider/Supplier Issues; Cont'd

Internal components (Suggestions only)	Proposed meeting dates/times	Goals	Process for follow up/Resolution to issues that result from meetings
Provider Enrollment			
Medicare Secondary Payer			
Systems			
Other			

H. Training of Provider/Supplier Education Staff

What are your training goals for the year for new and existing employees? Include a copy of the training outline that will be used for both new and existing provider education staff. Also discuss the training tools that will be incorporated into this program.

I. Charging Fees to Providers/Suppliers for Medicare Education and Training

Do you have any tentative plans to charge fees for provider/supplier education activities? Identify the activities and fees that you expect to charge. The cost of conducting these activities, or any fees assessed, must conform to the requirements provided in the BPRs and Chapter 4, Section 20.2.2 and 30.2.2 of the Internet Only Manual (IOM).

J. Other Provider/Supplier Outreach and Education

What, if any, other planned activities do you foresee in the upcoming fiscal year? Include any plans to develop new provider education materials or significantly revise existing ones.