

CMS is looking for its 2008-2009 PCSP ROCSTARS!

CMS Provider Customer Service Program Recognizing Outstanding Customer Service That Achieves Results

The Provider Communications Group Division of Contractor Provider Communications is pleased to announce its newest contractor recognition program. This program, **CMS PCSP ROCSTARS**, will be offered three times per year with a different area of the contractor's Provider Customer Service Program recognized each time – provider telephone inquiries, provider written inquiries, and provider outreach & education. The awards will be based upon nominations from the contractors. All nominees will also be recognized by CMS. Three to five CMS ROCSTARS will be awarded per PCSP area per award cycle.

Award Schedule

Provider Telephone Inquiries

- * Nominations due October 10, 2008
- * Awards announced November 12, 2008

Provider Written Inquiries

- * Nominations due February 13, 2009
- * Awards announced March 11, 2009

Provider Outreach & Education

- * Nominations due April 10, 2009
- * Awards announced at May 2009 POE all contractor call

Award Criteria

CMS is looking for individuals who embody the goal of the Provider Customer Service Program – 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 many 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, and active integration with other contractor functional areas. Contractors are not limited to these areas in identifying nominees. They are provided only as examples.

Nominations

Number of Nominations

For telephone and written provider inquiries, contractors may nominate up to 1 person per physical location per contract. For example, a contractor that has 1 physical location for its contact center but has an intermediary contract, a carrier contract and a MAC contract served by that center may nominate 3 individuals – one per contract. A contractor that has one contract but 2 contact centers may nominate 2 individuals – one per location.

For POE nominations, contractors may nominate up to two individuals or one team per contract. Teams should include no more than three individuals.

Nomination Process

For each nominee, the contractor shall provide the following:

1. Completed nomination form
2. Documentation supporting the nomination
 - a. *Provider Telephone Inquiry*
 - i. Submit a CD with a minimum of 5 calls for telephone CSRs
 - ii. Include the nominee's agent ID, if available, or other monitoring instructions to enable CMS to remotely monitor the nominee
 - iii. If nominee is trainer, submit package of training materials developed by individual and summaries of course evaluations and pre- & post-test results
 - iv. Submit additional materials that the contractor believes are important to support the nomination.
 - b. *Provider Written Inquiry*
 - i. Submit a sample of at least 10 pieces of correspondence generated by nominee. Include the incoming and supporting documentation as well.
 - ii. If nominee is trainer, submit package of training materials developed by individual and summaries of course evaluations/pre- and post-test results
 - iii. Submit additional materials that the contractor believes are important to support the nomination.
 - c. *Provider Outreach & Education*

Submit provider 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:

 - i. Creative/innovative solutions to providing education
 - ii. Productive interdepartmental meetings
 - iii. Easy to navigate websites or recently redesigned websites

- iv. Innovative external partnerships
- v. Informative bulletins or newsletters
- vi. Creative methods used to increase listserv membership
- vii. Proven methodologies that link telephone and written inquiries to provider education
- viii. Written training materials or webinars

Send questions and comments about the CMS ROCSTAR nomination process to ProviderServices@cms.hhs.gov.

Nomination Form for Provider Telephone Inquiry CMS ROCSTAR

Name of Nominee: _____

Name of Contractor: _____

Name of Nominee's Manager: _____

Contact Center location (city/state): _____

Program: FI / Carrier / DME MAC / A/B MAC (pick one)

Address to mail nomination certificate/ROCSTAR award (no P.O. Boxes, please):

Is nominee meeting QCM standards? Yes / No / Not applicable (for trainers and others not on phone)

Please describe the results achieved by the nominee that support the goal of the PCSP (add additional sheets, if necessary):

Please describe the supporting documentation submitted for this nomination, including agent ID for remote monitoring purposes, if appropriate and available (add additional sheets, if necessary):

Nomination Form for Provider Written Inquiry CMS ROCSTAR

Name of Nominee: _____

Name of Contractor: _____

Name of Nominee's Manager: _____

Contact Center location (city/state): _____

Program: FI / Carrier / DME MAC / A/B MAC (pick one)

Address to mail nomination certificate/ROCSTAR award (no P.O. Boxes, please):

Is nominee meeting QWCM standards? Yes / No / Not applicable (for trainers and others not directly answering correspondence)

Please describe the results achieved by the nominee that support the goal of the PCSP (add additional sheets, if necessary):

Please describe the supporting documentation submitted for this nomination (add additional sheets, if necessary):

Nomination Form for Provider Outreach & Education CMS ROCSTAR

Name of Nominee (or nominees, if team nomination): _____

Name of Contractor: _____

Name of Nominee's Manager: _____

Program: FI / Carrier / DME MAC / A/B MAC (pick one)

Address to mail nomination certificate/ROCSTAR award (no P.O. Boxes, please):

Please describe the results achieved by the nominee that support the goal of the PCSP
(add additional sheets, if necessary):

Please describe the supporting documentation submitted for this nomination (add
additional sheets, if necessary):