

Education Activity Report (EAR)

Contract Year: (mm/dd/yy-mm/dd/yy)
Reporting Period: (mm/dd/yy - mm/dd/yy)

Contractor Name
Contractor Type (Carrier, FI, DME MAC or A/B MAC (if A/B MAC or DME
MAC, include Jurisdiction))
Contractor Address
Contractor Web Address

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

Education Activity Report

Carriers / Fiscal Intermediaries / DME MACs / A/B MACs

Introduction/Background

Contractors shall prepare a semi-annual Education Activity Report (EAR) The EAR summarizes the contractor's provider education and training activities during the reporting period defined in IOM Pub 100-09, Chapter 6. These activities recount the contractor's previous activities to improve three major components: Provider Outreach and Education (POE), Provider Contact Center (PCC), and Provider Self-Service Technology (PSS). The report shall highlight how the contractor leveraged the integration of POE, PCC and PSS functions to achieve this result. In addition, the report shall outline how the contractor supported the PCSP activities while taking into consideration its individual goals and unique characteristics of its jurisdiction.

Guidance/Instructions for Reporting

The first report, which contains information about Provider Outreach & Education (POE) activities in months 1-6 of the contract year, will be due to CMS on the 30th day after the first six months of the contract year. The second report, covering the months 7-12 of the contract year, is due 30 days after the last day of the contract year. If the 30th day falls on a weekend or holiday, the report will be due at close of business on the next business day. All EARs shall be sent electronically in MS Word to ProviderServices@cms.hhs.gov with a subject line of "EAR/Contractor Name." A/B Medicare Administrative Contractors (MACs) and DME MAC contractors shall also submit the EAR to their respective CMS Contracting Officer Technical Representative in accordance with the instructions for submitting deliverables in the MAC Statement of Work.

For the purpose of this report, the term "provider" references any organization, institution, or individual who offers health care services to Medicare beneficiaries and is meant to include suppliers. In addition, "education" refers to provider instruction and "training" refers to internal staff guidance.

The EAR must address the following:

- A. Data Analysis
 - 1. Claim/ Error Rate Analysis
 - 2. Inquiry Analysis
 - 3. Provider Feedback Analysis
- B. Coordination with Other Entities
- C. Technology and Education
- D. Internal Staff Development and Training
- E. Other PCSP Activities

A. Data Analysis

1. Claims/Error Rate Analysis

- a. List data sources employed to analyze error rates.
- b. Provide your most recent Comprehensive Error Rate Testing (CERT) Program error rate. If your error rate increased, what was the reason for the increase and what steps are you taking to reduce the CERT rate?
- c. Based on your ongoing data analysis of provider claims submission errors, what changes did you make to your PCSP to address claims related errors?
- d. Based on your analysis, did you correctly predict the errors incurred for this reporting period? If no, what changes are you making to improve your data analysis?
- e. Summarize educational activities conducted to reduce the error rate.
- f. Discuss provider education completed in response to Recovery Audit Contractor (RAC) findings, if applicable.
- g. Explain how you used the Provider Compliance resources (http://www.cms.gov/MLNProducts/45_ProviderCompliance.asp) in developing education materials, (i.e. articles, visual presentations) in the development of your education.
 - i. What, if any products were developed?
 - ii. Did you create additional materials to supplement your education? If so, why?
 - iii. What changes did you make as a result of feedback?

2. Inquiry Analysis

- a. Based on your top five inquiry categories (telephone and written) what changes/ updates (if any) did you make to your IVR, your website (including FAQs), etc.?
- b. Based on your top five inquiry categories (telephone and written), what type of education topics/ materials were created for providers?
- c. What other changes did you make as a result of inquiry analysis?
- d. How did you measure the effectiveness of the activities conducted as a result of your analysis of the above data?

3. Provider Feedback Analysis

- a. Based on your quality assurance tools used in your provider education (e.g., surveys, pre- and post-testing, education, evaluations, etc.), what did you do to improve your PCSP to ensure provider satisfaction?
- b. Briefly describe activities undertaken as a result of your most recent Medicare Contractor Provider Satisfaction Survey (MCPSS) findings.

The elements listed above shall not be construed as an all-inclusive list. If the contractor performed additional data analysis that does not fit into any of the defined categories, the contractor shall include an additional section explaining data used and how it added to the overall success of the PCSP.

B. Coordination with Other Entities

1. Explain partnering efforts with other entities (internal and external).
2. Report accomplishments that resulted from these partnerships.

C. Technology and Education

1. If your education methods changed during the reporting period, explain how they changed. What was the reason for the change (i.e., cost, technology)?
2. Explain the technology and web enhancements used to disseminate Medicare provider information. In what ways have these enhancements proven to be successful in improving your website satisfaction score, if any?
3. Explain the approach to marketing self service technology.
4. Explain efforts to promote the electronic mailing list (listserv).
5. In developing education materials, (i.e., articles, visual presentations) explain the role of the MLN Matters' articles and products in the development of your education. How did you use the MLN Matters' products during this period? Describe the frequency and instances when those materials were used.

D. Internal Staff Development and Training

1. Based on your top five telephone and written inquiry categories, what training topics/materials were created for the PCSP staff?
2. How did you incorporate the results from Quality Call Monitoring (QCM), Quality Written Correspondence Monitoring (QWCM), direct and remote monitoring, etc. into your PCSP training?
3. What changes have been made to the PCSP as a result of feedback received from internal training?
4. Summarize the type of internal training sessions held for the PCSP staff during the reporting period.
5. Discuss how training topics were selected for the PCSP staff.
6. Discuss other departments involved in the training.
7. Discuss the effectiveness of the training based on feedback received from the evaluations.

E. Other PCSP Activities

Summarize what, if any, additional activities or efforts not previously discussed were implemented during the reporting period. Share your successes and failures for this reporting period. The above is not an all-inclusive list.