Program Memorandum
Intermediaries/Carriers

Department of Health & Human Services (DHHS)
Centers for Medicare & Medicaid Services (CMS)

Transmittal AB-02-006   Date: JANUARY 18, 2002

CHANGE REQUEST 1996

SUBJECT: **Customer Service Assessment Management System (CSAMS) for Medicare Call Centers**

Effective February 10, 2002, this Program Memorandum (PM) supercedes PM AB-01-55, Change Request 1569, dated April 11, 2001, which required Medicare provider call centers and blended call centers to report monthly data points using Excel spreadsheets.

This PM explains the intent of the Centers for Medicare and Medicaid Services (CMS) to have Medicare provider call centers, and in blended call centers the provider operations, report their monthly performance data points through the Customer Service Assessment Management System (CSAMS) in lieu of the Excel spreadsheets through which they are currently transmitted. CSAMS is the web-based application that collects and performs mathematical calculations on performance management data from the call centers and allows CMS to effectively manage call center operation and monitor customer service levels. CSAMS has been in use for over two years for the management of beneficiary customer service data.

Contractors may enter data from the previous month into CSAMS from the first through the tenth of each month. For example, data entered by the contractors February 1 through February 10 would be for January telephone data. In addition, telephone data for October 2001, November 2001, and December 2001 should be resubmitted through CSAMS by February 27, 2002. The "Application for Access to CMS Computer Systems" form was sent to all provider call centers on October 11, 2001, and the instructions below should have been followed:

1) Determine who in your call center needs access to the system. There are two types of access available: (a) the ability to input data and/or (b) the ability to view existing data only. To allow for unexpected absences, we suggest you submit a primary and at least one back-up person for data input access.

2) Fill out pages 1 and 2 of the "Application for Access to CMS Computer Systems" form for each person needing input or view-only access.

3) Give the completed form to your Designated Company Contact who will complete the Requesting Official Section and **mail** the hardcopy form to the appropriate Regional Office Contract Manager.

4) Send via email the names, email addresses, and phone numbers of the people who already have access and/or those people whom you have selected for access to: gknight@cms.hhs.gov and aabelmatkins@cms.hhs.gov. Please designate on your list the primary and backup for data input, who gets or has view-only access, and who needs CSAMS training. (EMAIL THE LIST ONLY; NOT THE APPLICATIONS.)

The effective date of this PM is February 10, 2002.

The implementation date for this PM is February 10, 2002.

These instructions should be completed within your current operating budget.

This PM may be discarded after February 10, 2003.

If you have any questions, contact Gloria Knight at (410) 786-4598.

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