



4 Steps to Successfully Partner with Your Language Service Provider

During Call Center Monitoring Season

Why Choose Us?

LSA keeps up to date with any changes or updates to CMS star rating protocols year-round.

Our Advantage

Our interpreters are given additional resources for CMS monitoring season, mastering key terms.

What Sets Us Apart

Careful coordination, open communication, and over 30 years of experience guide our customer service.



STEP 1

Partner with Your Language Service Provider (LSP) and Review CMS Requirements

If you do not already partner with an LSP, do your research and ensure you partner with an experienced provider with CMS expertise. Relying on your own interpreters can be challenging. LSA has professional interpreters with CMS testing experience that understand the importance of these calls, in all the languages you need. These interpreters are proficient in the terminology and nuances required, thoroughly prepped, and provided with additional resources for CMS monitoring season.



STEP 2

Align Policies and Procedures

Careful coordination, open communication, and experience are key factors when choosing a language service provider to partner with during CMS monitoring season. LSA expertly delivers on all three and invites you to contact us to determine the best course of action in attaining the highest star rating possible. Working together, LSA will help you devise a plan for success.

Stats you should know: CMS Part C & Part D of Call Center Studies

Read our free infographic to learn more about the Timeliness and Accuracy & Accessibility Studies.

[EXPLORE THE INFOGRAPHIC](#)



STEP 3

Train Your Team

Ensure your call center agents are prepared to identify and respond to CMS test calls. While identifying calls may sound challenging, LSA can guide you with the tips you need to recognize a test call when it comes in. We will also provide guidance on connecting to an interpreter quickly, and communicating efficiently and accurately once the interpreter is on the line.



STEP 4

Ensure your LSP's CMS Readiness Plan and Service Metrics Reporting meet your requirements

Meet with your language provider to determine if their readiness plan and service metric reporting aligns with your needs. LSA has been coordinating, planning, and establishing the best practices for years. We have a well-executed plan put into place each year that is reviewed and revised to accommodate any changes or updates for each season.



Are you ready for Call Center Monitoring Season? We are!

Contact us today to learn how LSA improves your CMS Star Rating.

[SCHEDULE A DEMO](#)

