



Centers for Medicare & Medicaid Services

BEST PRACTICES IN FEDERAL MAIL

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CMS VISION AND MISSION

Vision Statement

A high quality health care system that ensures better care, access to coverage and improved health

Mission Statement

As effective steward of public funds, CMS is committed to strengthening and modernizing the nation's health care system to provide access to high quality care and improved health at lower cost

***CMS Strategy 2013- 2017**

THE 3RD SECRETARIAL INITIATIVE

*“We will update and expand CMS employee training on **best practices** for contractor and procurement management, rules and procedures. We will **expand the scope and content of employee training** to ensure that all CMS employees are getting the most extensive and up to date guidance - on a regular basis – for **managing projects** undertaken through contractors, including best practices for internal communications and processes.*”

SESSION AGENDA

- **BEST PRACTICES IN MAIL OPERATIONS**
- **BEST PRACTICES IN CONTRACTS**
- **BEST PRACTICES IN BUDGETS/COMMUNICATIONS**

BEST PRACTICES IN MAIL OPERATIONS

BEST PRACTICES

- **PRE-PRODUCTION PROCESS**
- **POST PRODUCTION PROCESS**
- **DE-DUPLICATION PROCESS**

BEST PRACTICES IN MAIL OPERATIONS

Use of pre-production tools to identify undeliverable mail

- **NCOA**
- **CASS**
- **LACS/LINK**

BEST PRACTICES IN MAIL OPERATIONS

Use of post-production tools to identify cost saving opportunities

- **Presorting**
- **IMB Requirement**

BEST PRACTICES IN MAIL OPERATIONS

**Use of de-duplication processes
to reduce receipt of unwarranted
mail**

BEST PRACTICES IN CONTRACTS

- **Creating a Budget**
- **Monitoring Contract**
- **De-obligation Process**

EXAMPLE OF BEST PRACTICE MODEL:

- **Creating a Budget**
- **Monitoring Funding Needs**
- **De-Obligation Process**

BEST PRACTICES IN BUDGETS/COMMUNICATIONS

- Identify Your Accounting POC
- Stay Current on Postal Events
- Communicate Updates to Staff

EXAMPLE OF BEST PRACTICES MODEL:

- Develop a Working Relationship with POC
- Postal Updates – Price Increases
- Email Distribution List

ADDITIONAL BEST PRACTICES

- **Alternative Format**
- **Identify formats that can mailed at Standard rates**
- **Identify internal mail that can be mailed at significant savings.**

EXAMPLE OF BEST PRACTICE MODEL:

- **Free Matter for the Blind**
- **Identifying Mail that can be mail at Cost Effective Rate**
- **Mail sent via Library Rate**

QUESTIONS?

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