



Related MLN Matters Article #: SE0750

Date Posted: December 7, 2007

Related CR #: N/A

## Centers for Medicare & Medicaid Services (CMS) Seeks Provider Input on Satisfaction with Medicare Fee-for-Service Contractor Services

### Key Words

SE0750, MCPSS, Satisfaction, Fee-for-Service, FFS

### Provider Types Affected

Sample of 35,000 Medicare providers served by Medicare Fee-for-Service (FFS) contractors, including Part A/B Medicare Administrative Contractors (A/B MACs), carriers, Fiscal Intermediaries (FIs), Durable Medical Equipment Medicare Administrative Contractors (DME/MACs) and Regional Home Health Intermediaries (RHHIs)

### Key Points

- The 2008 Medicare Contractor Provider Satisfaction Survey (MCPSS) is designed to gather quantifiable data on provider satisfaction levels with the key services that comprise the provider-contractor relationship.
- The survey is used by CMS as an additional measure to evaluate contractor performance.
- All Part A/B MACs will be required to achieve performance targets on the MCPSS as part of their contract requirements by 2009.
- The survey focuses on seven major parts of the relationship:
  - Provider inquiries;
  - Provider outreach and education;
  - Claims processing;
  - Appeals;
  - Provider enrollment;
  - Medical review; and
  - Provider audit and reimbursement.

- Respondents are asked to rate their experience working with contractors using a scale of 1 to 6 with “1” representing “not at all satisfied” and “6” representing “completely satisfied.”
- CMS is sending the 2008 survey to about 35,000 randomly selected providers, including physicians and other health care practitioners, suppliers, and institutional facilities that serve Medicare beneficiaries across the country.
- Providers can submit their responses via a secure website, mail, fax, or over the telephone. CMS is urging all Medicare providers selected to participate in the survey by completing and returning their surveys upon receipt.
- The results of the second MCPSS is available to health care providers and contractors at <http://www.cms.hhs.gov/MCPSS> on the CMS website. Last year’s findings showed that 85 percent of respondents rated their contractors between 4 and 6.
- The 2007 MCPSS results indicate that the provider inquiry function has the greatest influence on whether providers are satisfied with their contractors. This indicated a shift from 2006, when the claims processing function was the strongest predictor of a provider’s overall satisfaction.

### Important Links

The related MLN Matters article can be found at

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0750.pdf> on the CMS website.

CMS plans to make the survey results publicly available in July 2008. For questions or additional information about the MCPSS please visit <http://www.cms.hhs.gov/MCPSS> on the CMS website.