



Related MLN Matters Article #: SE0513

Date Posted: February 7, 2005

Related CR #: N/A

### *CMS Seeks Provider Input on Satisfaction with Medicare Fee for Service Contractor Services*

#### Key Words

SE0513, CMS, Provider, Input, Satisfaction, Medicare, Fee, Service, Contractor

#### Provider Types Affected

A sample of 8,200 (or 2 percent of) Medicare providers served by 12 Medicare Fee-for-Service (FFS) contractors (Carriers and Fiscal Intermediaries (FIs)), including hospitals, skilled nursing facilities (SNFs), rural health clinics, home health clinics, End-Stage Renal Disease (ESRD) facilities, physicians, non-physicians, durable medical equipment (DME) suppliers, and ambulance service providers

#### Key Points

- The Centers for Medicare & Medicaid Services (CMS) will use provider satisfaction as a standard of measurement to evaluate the performance of FFS contractors (carriers and fiscal intermediaries, including durable medical equipment regional carriers (DMERCs) and regional home health intermediaries (RHHIs)).
- CMS will use the Medicare Contractor Provider Satisfaction Survey (MCPSS) as a way for providers to voice their opinions of the performance of FFS contractors.
- The survey will give providers the opportunity to rate their Medicare contractor on seven administrative functions: provider communications, provider inquiries, claims processing, appeals, provider enrollment, medical review, and provider reimbursement.
- The survey contains a total of 76 questions and takes approximately 22 minutes to complete.
- Sampled providers will be able to access the survey on a secure Internet website or may request a paper copy of the survey and submit via mail or fax. Data collection for the pilot will continue through March 2005.
- CMS will use the results of the pilot to evaluate and refine the survey instrument, data collection procedures, analysis, and reporting of results for the national survey implementation.
- The results of the pilot will not be used to evaluate the Medicare contractors' performance.
- In the future, CMS plans to use the MCPSS to support and assist contractors in using provider feedback to identify and implement "best practices" and quality or process improvement initiatives.

- Selected providers who have received the notification packet are requested to complete and submit their survey responses as soon as possible.

### Important Links

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0513.pdf>

For questions or additional information about the MCPSS, affected providers can visit <http://www.cms.hhs.gov/MCPSS/> on the CMS website.