



Related MLN Matters Article #: SE0602

Date Posted: January 6, 2006

Related CR #: N/A

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

#### Key Words

SE0602, MCPSS, FFS, Contractor, Satisfaction, Survey, Services, Performance, Fee

#### Provider Types Affected

A sample of 25,000 Medicare providers served by 42 Medicare Fee-for-Service (FFS) Contractors, including Fiscal Intermediaries (FIs), Carriers, Durable Medical Equipment Regional Carriers (DMERCs), and Rural Home Health Intermediaries (RHHIs)

#### Key Points

- The effective date of the instruction is January 3, 2006.
- The implementation date is January 3, 2006.
- This article was revised on March 17, 2006, to emphasize that the data collection period will run through April 2006.
- The Medicare Contractor Provider Satisfaction Survey (MCPSS) is designed to garner quantifiable data on provider satisfaction with the performance of FFS contractors.
- The 2006 survey will query approximately 25,000 randomly selected providers – those physicians, healthcare practitioners, and facilities that serve Medicare beneficiaries across the country – on the seven key areas of the provider contractor interface:
  - Provider communications
  - Provider inquiries
  - Claims processing
  - Appeals
  - Provider enrollment
  - Medical review
  - Provider audit and reimbursement

- The survey contains 76 questions and takes approximately 21 minutes to complete.
- The deadline for survey submission is April 30, 2006.
- CMS will analyze the data and release a summary report in July that will be made available on the Internet.
- Each contractor will also receive an individual report on their performance in June. The MCPSS will be conducted on an annual basis.
- CMS has awarded a contract to Westat, a survey research firm, to administer the MCPSS.

### Important Links

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0602.pdf>

<http://www.cms.hhs.gov/MCPSS/>