



Related MLN Matters Article #: SE0733

Date Posted: August 7, 2007

Related CR #: N/A

The 2007 Medicare Contractor Provider Satisfaction Survey (MCPSS) Shows Positive Results for Medicare's Fee-for-Service Contractors

Key Words

SE0733, MCPSS, FFS, Satisfaction

Provider Types Affected

All Medicare physicians, providers, and suppliers billing the Medicare program

Key Points

- The Centers for Medicare & Medicaid Services (CMS) reports that most Medicare health care providers continue to find satisfaction with the services provided by Medicare contractors.
- The MCPSS that was recently conducted by CMS for the second year is designed to garner objective, quantifiable data on provider satisfaction with the fee-for-service contractors that process and pay Medicare claims.
- The survey revealed that 85 percent of respondents rated their contractors between 4 and 6 (on a 6-point scale) with "1" representing "not at all satisfied" and "6" representing "completely satisfied."
- The national average score for 2007 is 4.56.
- Contractors received an overall composite score for the seven business functions of the provider-contractor relationship:
 - Provider communications,
 - Provider inquiries,
 - Claims processing,
 - Appeals,
 - Provider enrollment,
 - Medical review, and
 - Provider audit and reimbursement.

- For all contractor types, the contractor's handling of provider inquiries surpassed claims processing as the key predictor of a provider's satisfaction.
- CMS has provided information for process improvement based on individual MCPSS results to the contractors.
- The MCPSS was sent early this year to more than 36,000 randomly selected providers, including physicians, suppliers, health care practitioners, and institutional facilities that serve Medicare beneficiaries across the country.
- The survey was expanded this year to include hospice locations and federally qualified health centers.
- The full results of the 2007 survey are now available at <http://www.cms.hhs.gov/MCPSS> on the CMS website.
- In January 2008, the next MCPSS will be distributed to a new sample of Medicare providers.
- The views of each provider in the survey are important because they represent many other organizations similar in size, practice type, and geographical location.
- Providers that are randomly chosen to participate in the 2008 MCPSS implementation have an opportunity to help CMS improve service to all providers.

Important Links

The related MLN Matters article can be found at

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0733.pdf> on the CMS website.

If providers have questions regarding this issue, they may contact their Medicare contractor at their toll-free number, which may be found at

<http://www.cms.hhs.gov/MLNProducts/downloads/CallCenterTollNumDirectory.zip> on the CMS website.