



Providers Urged to Participate in Annual Medicare Contractor Satisfaction Survey (MCPSS)-JA0843

Related CR Release Date: N/A

Date Job Aid Revised: January 7, 2009

Effective Date: N/A

Implementation Date: N/A

Key Words SE0843, MCPSS, Survey

Contractors Affected N/A

Provider Types Affected Medicare physicians, providers, and suppliers selected to participate in the MCPSS



- MLN Matters article SE0843 alerts providers that the Centers for Medicare & Medicaid Services (CMS) will **distribute its annual MCPSS to a new sample of Medicare providers.**
- CMS is sending the 2009 survey, designed to be **completed in about 20 minutes**, to approximately 30,000 randomly selected providers, including physicians and other health care practitioners, suppliers, and institutional facilities that serve Medicare beneficiaries across the country.
- CMS will begin to notify providers selected to participate in the survey in December 2008.
- **Providers are urged to submit their responses via a secure website, mail, fax, or over the telephone.**

Provider Needs to Know...

- The survey questions focus on seven business functions of the provider-contractor 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 contractors using the 1 to 6 scale on each of the business functions with “1” representing “not at all satisfied” and “6” representing “completely satisfied.” Contractors receive an overall composite score as well as a score on each business function.
- Results from previous surveys have enabled CMS to set performance standards for the Medicare Administrative Contractors (MACs).
- Performance standards give contractors a benchmark to use to compare themselves to other contractors, as well as an individual standard to improve upon year after year.
- The contractor’s MCPSS score is based on the average survey score from all surveyed Medicare providers in the contractor’s jurisdiction.
- To meet the performance standard, the MAC’s score for the 2009 MCPSS must fall within a specified range of the 2008 national mean score.
- The average 2008 MCPSS for all contractors, released last August, was 4.51 on a scale of 1 to 6. This score was comparable to the 2007 average MCPSS score of 4.56. CMS plans to utilize MCPSS results to help structure future contract incentives.

Background

- The MCPSS is required by the Medicare Prescription Drug, Improvement and Modernization Act of 2003. Specifically, the law calls for CMS to develop contract performance requirements, including measuring health care provider satisfaction with Medicare contractors. The MCPSS enables CMS to make valid comparisons of provider satisfaction between contractors and, over time, improvements to the Medicare fee-for-service program.
- The MCPSS offers providers the opportunity to contribute directly to CMS understanding of Medicare contractor performance, as well as aid future process improvement efforts at the contractor level.
- All MACs will be measured against performance targets on the 2009 MCPSS as part of their contract requirements.
- The 2008 survey results revealed that, for the second consecutive year, the top indicator of satisfaction among providers was how Medicare contractors handled

provider inquiries.

- As in the two previous years, claims processing also remained a strong indicator in 2008 of provider satisfaction across all contractor types.
- The shift from claims processing as the top predictor in 2006 to provider inquiries as the top predictor of satisfaction in 2008 is an example of the type of trend data the MCPSS will reveal.
- Contractors are able to factor such insights into how they prioritize their provider-focused efforts.
- Feedback captured through MCPSS is important. CMS urges all Medicare providers who are selected to participate in the MCPSS to complete and return their surveys upon receipt.
- CMS plans to analyze the 2009 MCPSS data and release a summary report at <http://www.cms.hhs.gov/MCPSS> on the CMS website in July 2009.

Operational Impact	N/A
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Reference Materials	
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The related MLN Matters article can be found at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0843.pdf> on the CMS website.

For further information, providers should visit <http://www.cms.hhs.gov/MCPSS> on the CMS website.
