



Providers Randomly Selected to Participate in the Medicare Contractor Provider Satisfaction Survey (MCPSS) Urged to Respond– JA1005

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Implementation Date: N/A

Key Words SE1005, Satisfaction, Survey, MCPSS

Contractors Affected N/A

Provider Types Affected Provider types affected are Medicare fee-for-service (FFS) physicians, providers, suppliers, and other health care practitioners that received a letter indicating they were randomly selected to participate in the 2010 MCPSS.



- The Centers for Medicare & Medicaid Services (CMS) has launched the fifth annual national administration of the MCPSS.
- For those providers who received a letter indicating they were randomly selected to participate in the 2010 MCPSS, CMS urges them to take a few minutes to go online and complete this important survey via a secure Internet website.
- Responding online is a convenient, easy, and quick way to provide CMS with their feedback on the performance of their FFS contractor.
- Survey questionnaires can also be submitted by mail, secure fax, and over the telephone.

Sample Selection

Provider Needs to Know...

- Each year, a new random sample of Medicare FFS providers is selected to participate in the MCPSS.
- For the 2010 MCPSS study, CMS will ask approximately 30,000 Medicare FFS providers and suppliers to participate in the MCPSS.
- The sample is scientifically designed, and then randomly selected, to represent the

community of more than 1.5 million Medicare providers nationwide who serve Medicare beneficiaries across the country.

- The sample includes Medicare FFS physicians, limited licensed practitioners, labs, hospitals, skilled nursing facilities, rural health clinics, home health agencies, federally qualified health centers, hospice facilities, end-stage renal disease facilities, durable medical equipment suppliers, ambulance service providers, and other Part A institutional facilities and Part B health care practitioners.
- Those health care providers randomly selected to participate in the 2010 MCPSS were notified in January.

Web-based Survey Questionnaire

- CMS continues to make completing and returning the survey simple by migrating to an easy to use Web-based survey.
- Providers selected to participate in the 2010 study will have access to an online Web-based survey tool where they can rate their contractor's performance and complete and submit their survey questionnaire over a secure Internet website.
- The Internet is a quick, convenient, and environmentally friendly way for providers to contribute directly to CMS understanding of contractor performance.
- CMS encourages all participants with Internet access to submit their completed survey online.
- Participants may also submit their completed survey questionnaire via mail, secure fax, and over the telephone.
- The 2010 MCPSS takes approximately 20 minutes to complete.

New Satisfaction Rating Scale

- The 2010 survey questions use a fully-labeled five-point Likert response scale with "1" representing "Very Dissatisfied" and "5" representing "Very Satisfied".
- In contrast to previous years' surveys, which used a six-point scale where only the end-points were labeled, this new scale assigns words to every answer category and includes a neutral category.
- The change will allow CMS to communicate a well-defined message about the performance of the Medicare contractors.
- While only health care providers selected to participate in the 2010 MCPSS may complete and return the survey questionnaire, a **sample** of the 2010 MCPSS questionnaire is available for viewing at <http://www.cms.hhs.gov/mcpss> for informational purposes.

Reporting Results

- CMS will analyze the 2010 MCPSS data and release a summary report on the CMS website in the summer of 2010.
 - The report prepared for this study will summarize findings across the sample and will
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not associate responses with a specific individual, practice, or facility.

- CMS has contracted with SciMetrika, a public health consulting firm, to administer this important survey and report statistical data to CMS.

Provider Participation Key to Success of Study

- Participation in the MCPSS is voluntary. However, the survey 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.
 - The views of every health care provider asked to participate in the 2010 study are very important to the success of this study, as each one represents many other organizations that are similar in size, practice type, and geographical location.
 - CMS urges all providers selected to participate in the 2010 study to take this opportunity to provide CMS with their feedback on the performance of the Medicare FFS contractor that processes and pays their Medicare claims.
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Background

- CMS is responsible for the administration of the FFS Medicare program and does so primarily through its Medicare FFS contractors. As Medicare's agents, these contractors are responsible for executing the daily operational aspects of the FFS Medicare program by processing and paying the more than \$370 billion in Medicare claims each year and performing other related business functions that support regular daily interactions with Medicare FFS providers.
 - The MCPSS that is conducted annually by CMS is designed to collect quantifiable data on provider satisfaction with the performance of Medicare FFS contractors. The MCPSS offers Medicare FFS providers an opportunity to give CMS valuable feedback on their satisfaction, attitudes, perceptions, and opinions about the services provided by their respective contractor. Survey questions focus on seven key business functions of the provider-contractor relationship:
 - Provider Inquires,
 - Provider Outreach & Education,
 - Claims Processing,
 - Appeals,
 - Provider Enrollment,
 - Medical Review, and
 - Provider Audit & Reimbursement.
 - The MCPSS is a result of the Medicare Prescription Drug, Improvement and Modernization Act of 2003, which mandated CMS to develop contract performance requirements, including measuring health care provider satisfaction with Medicare contractors.
 - The MCPSS enables CMS to hear provider concerns, monitor trends, improve contractor oversight, and increase efficiency of the Medicare program.
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- The MCPSS provides contractors with more insight into their provider communities and allows them to make process improvements based on provider feedback.
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Operational N/A
Impact

Reference The related MLN Matters® article can be found at
Materials <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE1005.pdf> on the CMS
website.
For more information about the MCPSS, including results of the 2009 MCPSS, please visit
<http://www.cms.hhs.gov/mcpss> on the CMS website.
