



## MAC Satisfaction Indicator (MSI) FAQs

### 1. What is the MAC Satisfaction Indicator (MSI)?

The MAC Satisfaction Indicator (MSI) is a tool used by CMS to measure provider satisfaction with the MACs from which they receive services.

### 2. Who is eligible to participate in the MAC Satisfaction Indicator (MSI)?

Medicare providers who receive services from their Medicare Administrative Contractor (MAC) can participate. This includes Medicare fee-for-service physicians, suppliers, health care practitioners and institutional facilities who serve Medicare beneficiaries across the country.

### 3. What does CMS ask in the MAC Satisfaction Indicator (MSI)?

CMS queries respondents on services the MACs provide in these functional areas: Provider Outreach & Education, Provider Telephone Inquiries, Claims Processing, Electronic Data Interchange (EDI) Help Desk, Reopenings & Redeterminations (Appeals), Provider Enrollment, Medical Review, Self-Service Portal, and Cost Report and Reimbursement.

### 4. How will CMS use the MAC Satisfaction Indicator (MSI) results?

The MSI allows providers the opportunity to influence CMS' understanding of Medicare contractor performance. In addition to monitoring MACs' performance, CMS will use the results for monitoring trends, to improve oversight and to increase efficiency of the Medicare program. CMS will incorporate the results into Medicare Administrative (MAC) incentive plans. The MSI provides contractors with more insight into their provider communities, and allows them to make process improvements based on provider feedback.

### 5. Who do I contact for questions or to comment on the MAC Satisfaction Indicator (MSI)?

Questions or comments may be submitted to the MSI Team via email at [MSI@cms.hhs.gov](mailto:MSI@cms.hhs.gov). The CMS MSI Team will review and respond to all MSI related questions and comments.

### 6. Will CMS evaluate the same providers each time the MAC Satisfaction Indicator (MSI) is administered?

Participation is random. In each MSI administration, CMS will analyze the feedback from all providers who participate.