

Medicare Provider Satisfaction Survey: Core Question Feedback

Directions: Below are the questions from the 2007 Medicare Provider Satisfaction Survey in Section D: Appeals and Section F: Medical Review. Rate each questions based on its importance when evaluating your Medicare contractor. Choose between Low Importance, High Importance, or Don't Know. During the town hall meeting, teleconference participants may submit their feedback using the telephone key pad. In-person participants may submit a hard copy.

Provider Type: _____

Contractor Type: _____

Organization: _____

Section D: Appeals

Rate each questions based on importance when evaluating your contractor.	Low Importance	High Importance	Don't Know
D1. The consistency of your Contractor's first-level appeals decisions for claims that have been denied			
D2. The mechanisms that your Contractor offers for exchanging information with them about first-level appeals			
D3. Your Contractor's responsiveness, attentiveness, and availability during the process of first-level appeals			
D4. The professionalism and courtesy of your Contractor's representatives during the appeals process			
D5. The clarity of explanations of appeal decisions made by your Contractor			

Section F: Medical Review

Rate each questions based on importance when evaluating your contractor.	Low Importance	High Importance	Don't Know
F1. The clarity of the notification (letter, phone call, etc.) from your Contractor that your claims were selected for Medical Review			
F2. The clarity of the explanations of your Contractor's Medical Review decisions			
F3. Receiving timely local Medical Review policy changes and updates that affect your organization from your Contractor			
F4. The follow through that your Contractor provided after Medical Review decisions			
F5. The knowledge of your Contractor's Medical Reviewers			
F6. How well your Contractor makes an effort to make things as easy and as fair as possible for you			
F7. The consistency of your Contractor's Medical Review decisions and answers to your questions			
F8. The professionalism and courtesy of your Contractor representatives throughout the medical review process			