

Provider Partnership Program (PPP) E-mail Notification Archives

January 13, 2005

Hello everyone. I'm sending you two items today for which we are requesting your assistance (on a voluntary basis, of course!).

New ~ the Medicare Contractor Provider Satisfaction Survey!

The Centers for Medicare and Medicaid Services (CMS) recently announced the launch of the **Medicare Contractor Provider Satisfaction Survey (MCPSS)**, a new initiative to measure provider satisfaction with the services provided by Medicare Fee-for-Service (FFS) Fiscal Intermediaries and Carriers. The MCPSS is a web-based survey that will be administered as a pilot beginning in mid-January 2005. Attached is a copy of the survey for your ready reference.

An integral part of the pilot is an aggressive roll-out strategy that involves integrating professional health care associations, Medicare Contractors, and other key stakeholders to **increase awareness of the survey and promote participation in the provider community**. To that end, CMS is asking that you take a look at the survey and, if you believe it is appropriate, send us a quotable endorsement of the survey and make available the attached copy of information about the survey to your association members. Your participation is, of course, voluntary and we appreciate your consideration of this request.

If you can assist us in this endeavor, we are requesting that you:

- Send 1-2 sentences stating your support of the survey to Gladys Valentin at gvalentin@cms.hhs.gov, or Eva Tetteyfio at gtetteyfio@cms.hhs.gov on or before Monday, January 24, 2005. We have created a Partners section on our MCPSS website that will include a list of endorsements and quotes from partnership organizations in support of the survey.
- Create a hyperlink on your website to our MCPSS website, <http://www.cms.hhs.gov/providers/mcpss/default.asp> that provides detailed information about the project.

CMS values the ongoing relationship that we have established with your organization and recognizes your vital role as a vehicle to voice the interests of providers. The MCPSS provides an important opportunity for providers to be heard. Your active support in making available information about the MCPSS will be instrumental in ensuring the success of this effort.

Thank you in advance for your consideration of our request. If you have any questions, please feel free to contact Gladys Valentin at 410.786.1620 or Eva Tetteyfo at 410.786.3136.

Let's Link Up!

As you're aware, one of the primary goals for the partnerships that exist between your organization and CMS is to make accurate, timely, and consistent Medicare information easily accessible to health care providers. Personally, I think these partnerships have been quite successful in achieving this goal and I want to once again extend my thanks to all of you for making this happen.

To further the success of the partnerships, we have teamed up with the Graduate School, USDA, to help us extend the accessibility of Medlearn, the Medicare Learning Network's web page. One way we would like to do this is to add a link to Medlearn to your organization's web site. To that end, Mr. Andrew Krzmarzick, from the Graduate School, USDA, may be contacting you to discuss the possibility of adding this link. I just wanted to provide you with this information so that you're not caught unaware if you are contacted by Andy. And, as always, adding this link is strictly voluntary ~ but please give it some consideration--you may be glad you did!

With best regards,

Valerie

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