

Register to Participate in the MAC Satisfaction Indicator

Make your voice count, and register to participate in the Medicare Administrative Contractors (MAC) Satisfaction Indicator (MSI). The MSI is a tool that measures your satisfaction with the MAC(s) that serve you. The MACs and CMS will use the results of the MSI to improve the level of service offered to all Medicare Fee-For-Service (FFS) providers.

CMS is developing a registry of Medicare providers for participation in the MSI. To accomplish this effort, CMS is seeking to collect accurate contact information by having providers complete the MSI Participant Registration form. The form itself is not a survey. It is a method for gathering pertinent contact information such as name, email address, state, etc. It should take less than 1 minute to complete. For each MSI administration, CMS will randomly select its MSI sample from a list of providers who register to become participants.

If you are a Medicare FFS provider or work on behalf of a Medicare FFS provider (such as a billing agency) and are interested in participating, take a moment to register your contact information by completing the [application](#), and let your voice be heard.