

## **CMS ANNOUNCES COMPLETION OF THE FIRST PHASE OF MEDICARE CONTRACTOR PROVIDER SATISFACTION SURVEY**

**UPDATE:** The Centers for Medicare & Medicaid Services (CMS) today announced the target date for responding to the initial mailing of the Medicare Contractor Provider Satisfaction Survey (MCPSS) just passed on January 25, 2006. CMS will contact non-respondents by telephone in the coming weeks to encourage their participation.

Designed to garner quantifiable data on provider satisfaction with the performance of Medicare Fee-for-Service (FFS) contractors, the survey is being mailed in waves through February to selected provider participants. The target date to respond for each wave of mailings is approximately three weeks after distribution. Many Medicare providers are taking the opportunity to voice their opinions on the administration of the Medicare program. The views of every provider asked to participate are important to the success of this study, as each one represents many other organizations that are similar in size, practice type and geographical location. The feedback from providers will be used to improve the program's efficiency.

Survey administration will continue through April and results will be available to contractors and the public in July 2006. CMS will provide a composite score on the seven key areas of the provider-contractor interface to each contractor as well as an aggregate score to the public. The seven areas include:

- Provider communications
- Provider inquiries
- Claims processing
- Appeals
- Provider enrollment
- Medical review
- Provider audit and reimbursement

A Federal Register Notice was published on February 3, 2006 to solicit feedback from the public on the 2007 administration of the MCPSS. To be assured consideration, comments and recommendations must be received at the address below, no later than 5 p.m. on April 4, 2006:

CMS, Office of Strategic Operations and Regulatory Affairs, Division of Regulations  
Development—C,  
Attention: Bonnie L. Harkless, Room C4-26-05,  
7500 Security Boulevard, Baltimore,  
Maryland 21244-1850.

Further information about the MCPSS is available at: <http://www.cms.hhs.gov/MCPSS/>.