QASP Overall

The Federal Acquisition Regulation (FAR), Subpart 46.401 prescribes for Government Contract Quality Assurance and specifically states, "Quality Assurance Surveillance Plans should be prepared in conjunction with the statement of work. The plans should specify 1) All work requiring surveillance; and 2) The method of surveillance".

The Quality Assurance Surveillance Plan (QASP) developed by the Centers for Medicare & Medicaid Services (CMS) provides a systematic, quality assurance approach for evaluating Part A and Part B (A/B) and durable medical equipment (DME) Medicare Administrative Contractors' (MAC) fulfillment of contract requirements.

The QASP is used to measure the Medicare Administrative Contractor's (MAC) compliance with the Statement of Work requirements in the following areas:

- Appeals
- Audit & Reimbursement (A/B MACs only)
- Beneficiary Customer Service
- Claims Processing
- Financial Management
- Debt Management
- Medical Review
- Medicare Secondary Payer
- Provider Customer Service Program
- Provider Enrollment (A/B MACs only)

<u>Performance Vs. Determination Scores</u>

Performance Score measures **how well** something was done - it's the actual percentage or result achieved.
Determination Score measures **whether** the performance was good enough to pass - it's a simple pass/fail based on meeting the goal.

Simple Example
Let's say a Medicare Administrative Contractor (MAC) needs to process claims within a certain timeframe:
Performance Score
- **What it measures**: The actual percentage of cases processed on time
- **Example:** If 9 out of 10 cases were processed timely, the performance score = 90%

- **What it tells us**: The exact level of performance achieved

Determination Score
- **What it measures**: Whether the performance met the required standard (goal)
- **Example**: If the goal was 93% and the MAC achieved 90%:
    - Since 90% < 93%, the determination = "Not Met" (scored as 0%)
    - If they had achieved 95%, the determination = "Met" (scored as 100%)
- **What it tells us**: Simply whether they passed or failed the standard
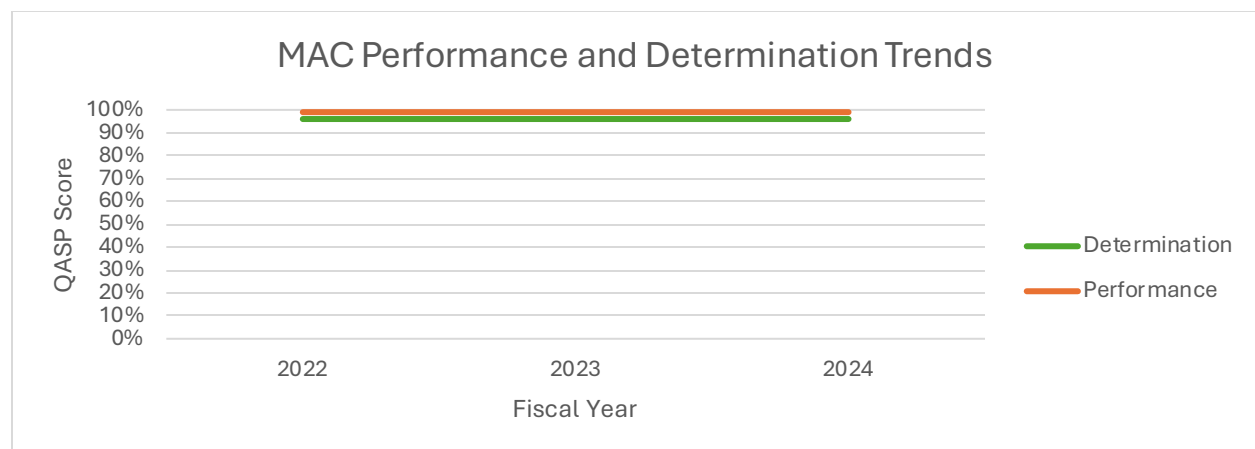
Key Difference
- **Performance Score** = The actual grade (like getting 85% on a test)
- **Determination Score** = Pass/Fail based on the minimum requirement (like needing 90% to pass - so 85% = Fail, 95% = Pass)

The determination score is binary - you either meet the threshold (100%) or you don't (0%), regardless of how close you came to the goal.

MAC QASP Data

Fiscal Year	AVG Performance	AVG Determination	Low Determination	Median Determination	High Determination
2022	99%	96%	89%	97%	100%
2023	99%	96%	89%	96%	100%
2024	99%	96%	90%	97%	100%

*All of this data represents a combination of Part A, Part B, and DME MAC data and all contracts are weighted equally.

Trends and Observations

From Fiscal Year 2022 to 2024, there has been a consistent trend in average determination scores. Specifically, the average determination scores have remained steady at 96%, and the average performance scores have consistently been at 99%. Notably, in each of these years, at least one MAC has achieved 100% compliance.