

QASP Overall

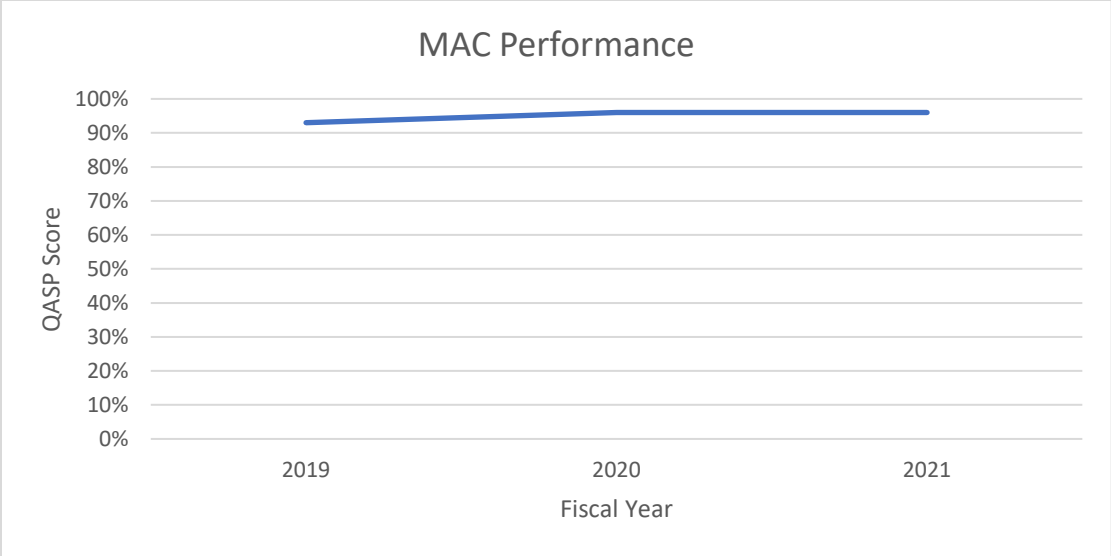
The QASP's purpose is to measure the Medicare Administrative Contractor's (MAC) compliance with the Statement of Work requirements in the following areas:

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

Performance Data

Fiscal Year	Avg	Low	Median	High
2019	93%	86%	94%	98%
2020	96%	86%	97%	100%
2021	96%	90%	96%	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

An overall positive trend can be observed from Fiscal Year 2019 – 2021. Specifically, there has been an overall increase in average scores of three percentage points (3% increase) since 2019. There has also been an increase in the low score. In 2020 and 2021 at least one MAC was in 100% compliance.