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

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Avg</th>
<th>Low</th>
<th>Median</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>89%</td>
<td>70%</td>
<td>90%</td>
<td>100%</td>
</tr>
<tr>
<td>2019</td>
<td>93%</td>
<td>86%</td>
<td>94%</td>
<td>98%</td>
</tr>
<tr>
<td>2020</td>
<td>96%</td>
<td>86%</td>
<td>97%</td>
<td>100%</td>
</tr>
</tbody>
</table>

*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 2018 – 2020. Specifically, there has been an overall increase of seven percentage points (8% increase) since 2018.