



Related MLN Matters Article #: SE0804

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### *Opportunity to Participate in Third Annual Medicare Contractor Provider Satisfaction Survey (MCPSS) Ends in April*

#### Key Words

SE0804, MCPSS, Survey

#### Provider Types Affected

All Medicare physicians, providers, and suppliers billing the Medicare fee-for-service (FFS) program who were selected to participate in the MCPSS for 2008

#### Key Points

- The MCPSS offers providers the opportunity to contribute directly to the Centers for Medicare & Medicaid Services' (CMS') understanding of contractor performance.
- It will also aid future process improvement efforts of Medicare Carriers, fiscal intermediaries, Part A/B Medicare Administrative Contractors, (A/B MACs), and Durable Medical Equipment MACs.
- The survey is used by CMS as an additional measure to evaluate contractor performance. All MACs will be required to achieve performance targets on the MCPSS as part of their contract requirements by 2009.
- The survey is designed so that it can be completed in 15 minutes, and responses may be submitted via a secure website, mail, fax, or over the telephone. Currently the average response rate is 32%. CMS' goal is to reach a 65% response rate. **Data collection ends in April.**
- The MCPSS is designed to gather quantifiable data on provider satisfaction levels with the key services that comprise the provider-contractor relationship.
- The survey focuses on seven major parts of the relationship:
  - Provider inquiries,
  - Provider outreach and education,
  - Claims processing,

- Appeals,
  - Provider enrollment,
  - Medical review, and
  - Provider audit and reimbursement.
- Respondents are asked to rate their experience working with contractors using a scale of 1 to 6 with "1" representing "not at all satisfied" and "6" representing "completely satisfied."

### Results of Second Survey

- The results of the second MCPSS showed that 85 percent of respondents rated their contractors between 4 and 6.
- The 2007 MCPSS results indicate that the provider inquiry function has the greatest influence on whether providers are satisfied with their contractors.
- This indicated a shift from 2006, when the claims processing function was the strongest predictor of a provider's overall satisfaction.
- CMS' Acting Administrator Kerry Weems stated the following in a recent CMS press release:

*"CMS and the Medicare contractor community are committed to high quality relationships with the provider community. The MCPSS provides contractors with greater insight into their provider communities, and allows them to make process improvements based on provider feedback.*

*The shift from claims processing to provider inquiries as the top predictor of satisfaction is a perfect example of the type of trend data the MCPSS will reveal. Contractors are able to factor this insight into how they prioritize their provider-focused efforts."*

### Important Links

The related MLN Matters article can be found at

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0804.pdf> on the CMS website.

To review the complete report of the second MCPSS, providers may refer to

[http://www.cms.hhs.gov/mcpss/downloads/mcpss\\_report.pdf](http://www.cms.hhs.gov/mcpss/downloads/mcpss_report.pdf) on the CMS website.

To review a summary of the 2007 MCPSS, providers may refer to

<http://www.cms.hhs.gov/mlnmattersarticles/downloads/se0733.pdf> on the CMS website. CMS plans to make the survey results publicly available in July 2008.

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