

Centers for Medicare & Medicaid Services
Medicare Contractor Provider Satisfaction Survey (MCPSS)
Fact Sheet
August 2008

Survey Overview

The Medicare Contractor Provider Satisfaction Survey (MCPSS), conducted by CMS for the third year, is designed to gather and report objective, quantifiable data on provider satisfaction with the fee-for-service contractors who process and pay Medicare claims and provide associated services. The results from previous surveys have enabled CMS to establish performance standards for Medicare contractors and the incorporation of results into contractor incentive plans.

The 2008 MCPSS queried more than **35,000 randomly selected providers** and targeted **Medicare FFS Contractors** including 21 Fiscal Intermediaries (FIs)/Part A Medicare Administrative Contractor (A-MAC); 18 Carriers/Part B MAC (B-MAC); four Regional Home Health Intermediaries (RHHIs); and four Durable Medical Equipment MACs (DME MACs). Questions focused on **seven contractor business functions that underlie the provider-contractor relationship**: provider outreach and education, provider inquiries, claims processing, appeals, provider enrollment, medical review, and provider audit and reimbursement.

2008 Results

- For all business functions combined, the national average score across all Contractors is 4.51 (on a 6-point scale, where “1” is “not at all satisfied” and “6” is “completely satisfied”). This year’s average score was comparable to last year’s average score of 4.56.
- For the second consecutive year, Contractors’ handling of provider inquiries was cited as the top indicator of satisfaction – with the linkage even stronger compared to last year. This is the third consecutive year this function was cited as one of the key predictors of provider satisfaction.
- CMS provided individual results to Contractors for process improvement based on individual MCPSS results.
- Public report may be found at www.mcpsstudy.org.

Looking Ahead: A Call to Action

The 2009 MCPSS will be distributed to a new sample of Medicare providers starting in December 2008. CMS urges all Medicare providers who are selected to participate in the MCPSS to complete and return their surveys.

2009 MCPSS Timeline:

- Preparation for MCPSS: July - December 2008
- Initiate Data Collection for MCPSS: December 2008
- Distribute Contractor Reports: July 2009
- Release Public Reports: July 2009

For more information and survey results, please contact:

CMS:

- Gladys Valentin, 410-786-1620, Gladys.Valentin@cms.hhs.gov
- Colette Shatto, 410-786-6932, Colette.Shatto@cms.hhs.gov

Westat (the survey research firm under contract to CMS to administer MCPSS):

- Provider Helpline: Joshua Rubin, 1-888-863-3561, mcps@westat.com

Or visit: www.cms.hhs.gov/MCPSS/ and www.mcpsstudy.org/