



Related MLN Matters Article #: SE0702

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Annual Medicare Contractor Provider Satisfaction Survey: Make Your Voice Heard!

Key Words

SE0702, Satisfaction, Survey

Provider Types Affected

All Medicare fee-for-service (FFS) providers, especially those receiving the 2007 Medicare Contractor Provider Satisfaction Survey

Key Points

- The 2007 Medicare Contractor Provider Satisfaction Survey (MCPSS) is designed so that it can be completed in about 15 minutes; and providers can submit their responses via a secure web site, mail, fax, or the telephone.
- The Centers for Medicare & Medicaid Services (CMS) will ask providers to respond by February 2007.
- The views of each provider in the survey are important because they represent many other organizations similar in size, practice type and geographical location.
- The MCPSS focuses on seven major aspects of the provider-contractor relationship:
 - Provider communications
 - Provider inquiries
 - Claims processing
 - Appeals
 - Provider enrollment
 - Medical review
 - Provider audit and reimbursement.
- Respondents are asked to rate their experience working with Medicare FFS contractors using a scale of 1 to 6, with "1" representing "not at all satisfied" and "6" representing "completely satisfied."

Important Links

The related MLN Matters article can be found at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0702.pdf> on the CMS web site.

More information about the MCPSS and the results of the 2006 survey are available at <http://www.cms.hhs.gov/MCPSS/> on the CMS web site.