

**Centers for Medicare & Medicaid Services
Medicare Contractor Provider Satisfaction Survey
2009 Administration Fact Sheet**

Survey Overview

The Centers for Medicare & Medicaid Services (CMS) is launching the fourth national administration of the Medicare Contractor Provider Satisfaction Survey (MCPSS). The MCPSS is designed to gather and report quantifiable data on provider satisfaction with the fee-for-service Contractors who process and pay Medicare claims and provide associated services.

The 2009 MCPSS will query more than **30,000 randomly selected health care providers**, targeting **Medicare FFS Contractors** including Fiscal Intermediaries (FIs)/Part A Medicare Administrative Contractors (MACs); Carriers/Part B MACs; Regional Home Health Intermediaries (RHHIs); and Durable Medical Equipment MACs (DME MACs). Questions will focus 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

- The national average score across all Contractors was 4.51 (on a 6-point scale, where “1” is “not at all satisfied” and “6” is “completely satisfied”). This was comparable to 2007’s average score of 4.56.
- For the second consecutive year, Contractors’ handling of provider inquiries was the top indicator of satisfaction. This was the third year the 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.
- The public report may be found at www.mcpsstudy.org.

MCPSS Results in Action

All MACs will be measured against performance targets on the 2009 MCPSS as part of their contract requirements. The Contractor’s MCPSS score is based on the average survey score from all surveyed Medicare providers in the Contractor’s jurisdiction. To meet the performance standard, the MAC’s score for the 2009 MCPSS must fall within a specified range of the 2008 national mean score.

The results from previous surveys have enabled CMS to set performance standards for MACs, who will now be expected to meet a minimum survey score from responding providers. The performance standard will give Contractors a benchmark to use to compare themselves to other Contractors, as well as an individual standard to improve upon year after year.

2009 Projected Timeline:

- Fourth national administration: December 2008
- Release results to Medicare Contractors and public reports: July 2009

For more information and survey results, please contact:

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

- Contractor Helpline: 1-888-721-7104, mcpss@westat.com
- Provider Helpline: 1-888-863-3561, mcpss@westat.com

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