

CMS Launches Fourth Annual Medicare Health Care Provider Satisfaction Survey (CMS Message 2008-12-19) [\(GEN\)](#)

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The Centers for Medicare & Medicaid Services (CMS) today announced it has launched its fourth annual health care provider satisfaction survey of Medicare fee-for-service contractors who process and pay more than \$280 billion in Medicare claims each year.

“I urge all 30,000 Medicare providers selected to participate in the survey to complete and return their surveys upon receipt,” Acting CMS Administrator Kerry Weems said.

The Medicare Contractor Provider Satisfaction Survey (MCPSS) offers health care providers the opportunity to contribute directly to CMS’ understanding of contractor performance, as well as aid future process improvement efforts at the contractor level.

CMS is sending the 2009 survey, designed to be completed in about 20 minutes, to approximately 30,000 randomly selected providers, including physicians and other health care practitioners, suppliers and institutional facilities that serve Medicare beneficiaries across the country. Those health care providers selected to participate in the survey will be notified this month. Providers can submit their responses via a secure website, mail, fax or over the telephone.

All Medicare Administrative Contractors (MACs) will be measured against performance targets on the 2009 MCPSS as part of their contract requirements. MACs are Medicare contractors that provide a number of services, including processing Medicare fee-for-service claims and fielding health care provider questions.

The MCPSS is required by the Medicare Prescription Drug, Improvement and Modernization Act of 2003. Specifically, the law calls for CMS to develop contract performance requirements, including measuring health care provider satisfaction with Medicare contractors.

CMS will analyze the 2009 MCPSS data and release a summary report on the CMS website in July 2009.

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

To read the CMS Press release (12/16), please visit:
http://www.cms.hhs.gov/apps/media/press_releases.asp