

**Annual Medicare Contractor Provider Satisfaction Survey  
Make Your Voice Heard**

In January 2007, the Centers for Medicare & Medicaid services (CMS) will begin dissemination of the Medicare Contractor Provider Satisfaction Survey (MCPSS) to a new sample of Medicare providers. The survey is designed to garner quantifiable data on provider satisfaction levels with key services performed by the fee-for-service contractors (FFS) that process and pay more than \$280 billion in Medicare claims each year.

Providers selected to participate in the survey will be notified by mail during the first week of January 2007. The survey 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 over the telephone. 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. If you are one of the 35,000 providers randomly chosen to participate in the 2007 MCPSS implementation, you have an opportunity to help CMS improve service to all providers.

The MCPSS focuses on seven major aspects of the provider-contractor relationship -- provider communications, provider inquiries, 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."

CMS will use the survey data to support claims processing improvement by contractors and to reform the Medicare Program.

Further information about the MCPSS and results of the 2006 survey are available at:  
<http://www.cms.hhs.gov/MCPSS/>.

###