



TRICARE Network Provider Satisfaction Survey

INSTRUCTIONS TO COMPLETE THE SURVEY INSTRUMENT

This TNPSS survey instrument includes the following seven key areas of interface between you and your Contractor, 123ABC:

- Section A: Provider Inquiries
- Section B: Provider Communications
- Section C: Claims Processing
- Section D: Appeals
- Section E: Provider Certification
- Section F: Medical Review
- Section G: Provider Audit and Reimbursement

Most of the key areas pertain to your interactions with your TNPSS Contractor.

For each main section of the survey instrument, you have a choice:

- Complete the section yourself, or
- Forward the section to the person at your facility who interacts on a regular basis with your TNPSS Contractor

Once you have completed the survey instrument, please use the enclosed postage-paid envelope and mail it directly to:

**NRC+Picker
PO Box 82660
Lincoln, NE 68501-9465**

OR: Fax the completed survey instrument to NRC+Picker at 800-733-5751

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is XXXX-XXXX. The time required to complete this information collection is estimated to average 16 - 21 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: HPA&E, XXXXX XXXXXXX, Attn: PRA Reports Clearance Officer, SSSSS, SSSSSSSSS.

If you have any questions or concerns, please call the TNPSS Provider Helpline at 800-638-8510 or send an email to TNPSS@nrcpicker.com.



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TRICARE NETWORK PROVIDER SATISFACTION SURVEY

INTRODUCTION

TRICARE is listening! TRICARE has selected your facility to participate in a satisfaction survey. We know that your time is valuable and greatly appreciate your willingness to participate in this very important study to assess your satisfaction with your Contractor.

Please note that your participation is voluntary. The reports prepared for this study will summarize findings across the sample and will not associate responses with a specific individual. We will not provide information that identifies you to anyone outside the study team, except as required by law.

Thank you in advance for taking the time to complete the TRICARE Network Provider Satisfaction Survey. If you have any questions or concerns, please call the TNPSS Provider Helpline at 800-638-8510 or send an email to TNPSS@nrcpicker.com.

ABOUT YOUR FACILITY AND OVERALL SATISFACTION WITH YOUR CONTRACTOR --

1. Approximately how long have you been a TRICARE Medical Provider?³⁰⁵⁷⁷

- ① Less than 6 months
- ② 6 to 12 months
- ③ 1 - 2 years
- ④ 2 - 5 years
- ⑤ 5 years or more

2. Approximately what percentage of your patient workload is comprised of TRICARE beneficiaries?³⁰⁹²⁵

- ① 10% or less
- ② 11% - 25%
- ③ 26% - 50%
- ④ 51% - 75%
- ⑤ 76% - 100%

3. Are you taking new TRICARE patients?³⁰⁹²⁶

- ① Yes
- ② No

123ABC, your Contractor, provides a number of services on behalf of TRICARE to TRICARE Providers in your area. As you answer the following question, please rate your level of satisfaction on a scale of 1 to 6, where 1 is "Not at all Satisfied" and 6 is "Completely Satisfied."

4. Thinking about *all* your interactions with your Contractor *in the last twelve months*, how satisfied have you been with your Contractor's performance overall?³⁰⁵⁷⁸

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know
①	②	③	④	⑤	⑥	①



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Section A: Provider Inquiries

123ABC has Provider Inquiry staff to answer questions from providers via telephone, written correspondence, or email. You might use a toll-free number to call the TRICARE Provider Inquiries staff or use a "Call Center" or "Provider Hotline/Help Line." Please note that Provider Inquiry activities related to this section of the survey instrument are *not* related to your "Provider Rep" or "Ombudsman," if you have one. For the purposes of this survey instrument, your "Contractor's Provider Inquiries performance" includes the activities and interactions that you have with 123ABC related to asking questions and receiving answers from their Inquiries staff. It should take you approximately two (2) minutes to complete this section.

Your Ratings of 123ABC's Performance of Provider Inquiries

While answering the following questions, please think about your experiences in the last twelve (12) months involving Provider Inquiries you make to 123ABC (called "your Contractor" in this survey instrument). Please confine your answers *only* to your experiences with 123ABC.

For each of the following items in the Provider Inquiries section, please rate your level of satisfaction on a scale of 1 to 6, where 1 is "Not at all Satisfied" and 6 is "Completely Satisfied." Please mark the bubble below the relevant number.

In the last twelve months, how satisfied have you been with...

- 5. The responses to inquiries directed to the MCSC through the provider representatives, TSC, toll-free number, etc.?**³⁰⁹²³

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9
- 6. How quickly you can reach a representative to make a Provider Inquiry by telephone?**³⁰⁶⁰⁷

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9
- 7. Receiving the correct information?**³⁰⁴¹¹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9
- 8. The consistency of responses that you get from different Provider Inquiries representatives?**³⁰⁴¹³

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9
- 9. The effort your Contractor makes to make the Provider Inquiries process as easy as possible for you?**³⁰⁴¹⁶

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9
- 10. The modes of communication that are offered by your Contractor to exchange information with them about Inquiries?**³⁰⁴¹⁷

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9
- 11. The professionalism and courtesy of your Contractor's representatives throughout Provider Inquiries activities?**³⁰⁴¹⁸

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9
- 12. Your Contractor's ability to fully resolve problems without you having to make multiple inquiries?**³⁰⁵⁷⁹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9



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The next few questions are about methods you use to communicate with your Contractor.

13. In the last twelve months, which methods have you used to communicate with your Contractor? (Mark all that apply.)³⁰⁵⁸⁰

Telephone call with a Contractor representative ①	Automated telephone system ②	Web ③	Email ④	Mail ⑤	Fax ⑥	Other (Please specify): _____
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14. In the last twelve months, which method *have you used most often* to communicate with your Contractor?³⁰⁵⁸¹

Telephone call with a Contractor representative ①	Automated telephone system ②	Web ③	Email ④	Mail ⑤	Fax ⑥	Other (Please specify): _____
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15. In the last twelve months, how many inquiries have you and any other persons in your facility made?³⁰⁵⁸²

1 - 2 ①	3 - 5 ②	6 - 10 ③	11 - 20 ④	21 - 50 ⑤	51 - 100 ⑥	101 or more ⑦
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16. Do you use the Internet to get any of the following? (Mark all that apply.)³⁰⁵⁸³

TRICARE Program updates ①	Contractor updates ②	Training ③	Billing and coverage regulations ④	Other (Please specify): _____
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17. We are interested in any general comments you have about 123ABC's handling of Provider Inquiry activities. Do you have any comments you would like to share with TRICARE and with your Contractor about this topic?

Section B: Provider Communication (Education and Training)

123ABC offers Providers Education and Training in a variety of ways including Web-based training, newsletters, bulletins, workshops/seminars, videos, on-site training, demonstrations, reference materials, CDs, contractor website, email/listserv, and so forth. Your organization might also have a "Provider Rep" or "Ombudsman" who acts as a liaison for education issues or as an actual trainer. For the purposes of this survey instrument, your "Contractor's Education and Training performance" includes all of these ways that 123ABC provides training and education to your organization. It should take you approximately two (2) minutes to complete this section.

18. In the last twelve months, what education and training resources of 123ABC have you used? (Mark all that apply.)³⁰⁵⁸⁴

Web-based training ①	Contractor website ②	In-person training/Workshops ③	Teleconference ④	Hard copy materials ⑤	None ⑥	Other (Please specify): _____
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Your Ratings of 123ABC's Performance of Provider Communication

While answering the following questions, please think about your experiences in the last twelve (12) months involving the types of training resources provided by 123ABC (called "your Contractor" in this survey instrument). Please confine your answers *only* to your experiences with 123ABC.

For each of the following items in the Provider Communication section, please rate your level of satisfaction on a scale of 1 to 6, where 1 is "Not at all Satisfied" and 6 is "Completely Satisfied." Please mark the bubble below the relevant number.

In the last twelve months, how satisfied have you been with...

19. The amount of training and educational resources available from your Contractor³⁰⁶⁰⁸

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

20. The detail in which topics are covered³⁰⁴²²

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

21. The tailoring of training or education at a level you can understand³⁰⁶⁰⁹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

22. The topics of the training and education materials are up-to-date³⁰⁴²⁷

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

23. The relevance of the training and education material topics to your organization's needs³⁰⁵⁸⁵

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

24. The accessibility of education and training resources from your Contractor³⁰⁴²⁸

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

25. The expertise of the provider education and training staff³⁰⁴²⁹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

26. The communication with you about changes that have been or are being made to TRICARE policies and regulations³⁰⁴³⁰

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

27. The professionalism and courtesy of your Contractor's training and education representatives³⁰⁴³²

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

28. For which of the following topics would you like to see more training and education material? (Mark all that apply.)³⁰⁵⁸⁶

Claims processing	Payment policy	Local coverage determination	Enrollment	Appeals	Audit and reimbursement	Other (Please specify):
<input type="checkbox"/> ①	<input type="checkbox"/> ②	<input type="checkbox"/> ③	<input type="checkbox"/> ④	<input type="checkbox"/> ⑤	<input type="checkbox"/> ⑥	<input type="checkbox"/> ⑦



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29. We are interested in any general comments you have about 123ABC's handling of Provider Communication (Education and Training) activities. Do you have any comments you would like to share with TRICARE and with your Contractor about this topic?

Section C: Claims Processing

123ABC has procedures and regulations associated with how they receive, process, and pay claims that Providers submit. For the purposes of this survey instrument, your "Contractor's Claims Processing performance" includes the activities and interactions that you have with 123ABC throughout the lifecycle of a claim submission to payment or denial. It should take you approximately three (3) minutes to complete this section.

Your Ratings of 123ABC's Performance of Claims Processing

While answering the following questions, please think about your experiences in the last twelve (12) months involving Claims Processing activities with 123ABC (called "your Contractor" in the survey instrument). Please confine your answers *only* to your experiences with 123ABC.

For each of the following items in the Claims Processing section, please rate your level of satisfaction on a scale of 1 to 6, where 1 is "Not at all Satisfied" and 6 is "Completely Satisfied." Please mark the bubble below the relevant number.

In the last twelve months, how satisfied have you been with...

30. The MCSC claims processing?³⁰⁹²²

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Obtaining authorizations from the MCSC?³⁰⁹²¹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

32. The accuracy of your Contractor's claims editing?³⁰⁴³⁶

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33. The timeliness of notification from your Contractor that a claim will not be paid, including denied, returned or unprocessed claims?³⁰⁴³⁷

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. The accuracy of remittance advices received from your Contractor?³⁰⁶¹⁰

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. The ease of submitting electronic claims?³⁰⁴³⁹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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36. The availability of representatives to address claims-related issues³⁰⁴⁴⁰

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 1	<input type="radio"/> 89

37. The clarity of remittance advices you receive from your Contractor³⁰⁵⁸⁷

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 1	<input type="radio"/> 89

38. The ease of correcting claims, such as correcting claims online or asking for a change over the phone³⁰⁵⁸⁸

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 1	<input type="radio"/> 89

39. In the past twelve months, how have you submitted claims?³⁰⁶⁰²

- 1 Paper
- 2 Electronic
- 3 Both

40. We are interested in any general comments you have about 123ABC's handling of Claims Processing activities. Do you have any comments you would like to share with TRICARE and with your Contractor about this topic?

Section D: Appeals

123ABC has procedures and regulations associated with how and when it addresses Appeals, makes determinations about Appeals, and communicates with Providers about Appeals decisions. For the purposes of this survey instrument, your "Contractor's Appeals performance" includes the activities and interactions that you have with 123ABC throughout the lifecycle of a first-level Appeal -- from when you first receive a denial of a claim to when 123ABC states its decision to reverse or uphold its decision about paying the claim. It should take you approximately two (2) minutes to complete this section.

41. In the last twelve months, has your facility had a first-level appeal?³⁰⁶⁰³

- 1 Yes
- 2 No (Go to #48)

Your Ratings of 123ABC's Performance of Appeals

While answering the following questions, please think about your experiences in the last twelve (12) months involving Appeals activities with 123ABC (called "your Contractor" in the survey instrument). Please confine your answers *only* to your experiences with 123ABC.

For each of the following items in the Appeals sections, please rate your level of satisfaction on a scale of 1 to 6, where 1 is "Not at all Satisfied" and 6 is "Completely Satisfied." Please fill in the bubble below the relevant number.

In the last twelve months, how satisfied have you been with...

42. The consistency of your Contractor's decisions about first-level appeals for claims that have been denied³⁰⁴⁴⁸

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 1	<input type="radio"/> 89

43. The mechanisms that your Contractor offers for exchanging information with them about first-level appeals³⁰⁴⁵⁰

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 1	<input type="radio"/> 89



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44. Your Contractor's responsiveness, attentiveness, and availability during the process of first-level appeals³⁰⁵⁸⁹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

45. The professionalism and courtesy of your Contractor's representatives during the appeals process³⁰⁶⁰⁴

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

46. The clarity of explanations of appeal decisions made by your Contractor³⁰⁵⁹⁰

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

47. We are interested in any general comments you have about 123ABC's handling of Appeals activities. Do you have any comments you would like to share with TRICARE and with your Contractor about this topic?

Section E: Provider Certification

123ABC has procedures and regulations associated with how and when they require and make determinations about applications for Provider Certification in the TRICARE program. For the purposes of this survey instrument, your "Contractor's Provider Certification performance" includes the activities and interactions that you have with 123ABC regarding enrolling your organization or members in your facility as a Provider with the TRICARE program. This includes all of your interaction with the TRICARE Contractor, including initial certification and updates to certification information -- from the first contact you made with 123ABC through your assignment of a Provider number. It should take you approximately two (2) minutes to complete this section.

48. In the last twelve months, have you gone through the TRICARE certification process?³⁰⁶⁰⁵

- Yes
- No (Go to #56)

Your Ratings of 123ABC's Performance of Provider Certification

While answering the following questions, please think about your experiences in the last twelve (12) months involving Provider Certification activities with 123ABC (called "your Contractor" in the survey instrument). Please confine your answers *only* to your experiences with 123ABC.

For each of the following items in the Provider Enrollment section, please rate your level of satisfaction on a scale of 1 to 6, where 1 is "Not at all Satisfied" and 6 is "Completely Satisfied." Please mark the bubble below the relevant number.

In the last twelve months, how satisfied have you been with...

49. The consistency of your Contractor's responses or decisions³⁰⁴⁵⁶

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨

50. The professionalism and courtesy of your Contractor's representatives during the Provider Certification process³⁰⁴⁵⁹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> ①	<input type="radio"/> ②	<input type="radio"/> ③	<input type="radio"/> ④	<input type="radio"/> ⑤	<input type="radio"/> ⑥	<input type="radio"/> ①	<input type="radio"/> ⑧⑨



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51. Your Contractor's responsiveness, attentiveness, and availability during the process of certification³⁰⁴⁵²

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8

52. Your Contractor's ability to answer questions specific to your situation or specialty³⁰⁴⁵⁷

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8

53. Once your certification was approved, the quality and thoroughness of the information provided by your Contractor to enable you to start billing for services³⁰⁴⁵⁸

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8

54. The number of contacts made with you by the MCSC?³⁰⁹²⁴

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8

55. We are interested in any general comments you have about 123ABC's handling of Provider Certification activities. Do you have any comments you would like to share with TRICARE and with your Contractor about this topic?

Section F: Medical Review

123ABC has procedures and regulations that require them to sometimes perform Medical Review of Providers' records. For the purposes of this survey instrument, your "Contractor's Medical Review performance" includes the activities and interactions that you have with 123ABC during Pre-Pay and/or Post-Pay Medical Review. Please note that Medical Review activities in this section of the survey instrument are *not* related to fraud investigations, overpayments, or appeals. It should take you approximately two (2) minutes to complete this section.

56. In the last six months, have you had a Medical Review?³⁰⁴⁶⁰

- Yes
- No (Go to #66)

Your Ratings of 123ABC's Performance of Medical Review

While answering the following questions, think about your experiences in the last twelve (12) months involving Medical Review activities with 123ABC (called "your Contractor" in the survey instrument). Please confine your answers *only* to your experiences with 123ABC.

For each of the following items in the Medical Review section, please rate your level of satisfaction on a scale of 1 to 6, where 1 is "Not at all Satisfied" and 6 is "Completely Satisfied." Please mark the bubble below the relevant number.

In the last twelve months, how satisfied have you been with...

57. The clarity of the notification (letter, phone call, etc.) received that your claims were selected for Medical Review³⁰⁴⁶¹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6	<input type="radio"/> 7	<input type="radio"/> 8



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58. The clarity of the explanations of your Contractor's Medical Review decisions³⁰⁴⁶⁵

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9

59. Receiving timely local Medical Review policy changes and updates that affect your organization³⁰⁴⁶⁶

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9

60. The follow through that your Contractor provided after Medical Review decisions³⁰⁴⁶⁸

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9

61. The knowledge of your Contractor's Medical Reviewers³⁰⁴⁶⁹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9

62. How well your Contractor makes an effort to make things as easy and as fair as possible for you³⁰⁴⁷⁰

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9

63. The consistency of your Contractor's Medical Review decisions and answers to your questions³⁰⁴⁷¹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9

64. The professionalism and courtesy of your Contractor representatives throughout the Medical Review process³⁰⁴⁷²

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧9

65. We are interested in any general comments you have about 123ABC's handling of Medical Review activities. Do you have any comments you would like to share with TRICARE and with your Contractor about this topic?

Section G: Provider Audit and Reimbursement

123ABC has procedures and regulations that require them to work with providers who are paid on either a cost reimbursement or prospective payment basis for treating TRICARE patients. For the purposes of this survey instrument, your "Contractor's provider Audit and Reimbursement activities" includes all interactions with 123ABC related to how they decide and make adjustments to what TRICARE has paid or is supposed to pay your organization, cost report audit activities you may participate in each year, and interim payments you receive. Please note that Audit and Provider Reimbursement activities in this section of the survey instrument are *not* related to the direct payment or denial of claims or to appeals activities related to claims.

66. In the last twelve months, have you submitted a cost report to 123ABC?³⁰⁴⁷³

- ① Yes
- ② No



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If you answered "No" to the question above, please refer to the last page of this survey instrument for instructions for submitting your completed survey. If you have any questions or concerns, please call the TNPSS Provider Helpline at 800-638-8510 or send an email to TNPSS@nrcpicker.com.

Your Ratings of 123ABC's Performance of Provider Audit and Reimbursement

While answering the following questions, think about your experiences in the last twelve (12) months involving Audit and Reimbursement activities with 123ABC (called "your Contractor" in the survey instrument). Please confine your answers *only* to your experiences with 123ABC.

For each of the following items in the provider Audit and Reimbursement section, please rate your level of satisfaction on a scale of 1 to 6, where 1 is "Not at all Satisfied" and 6 is "Completely Satisfied." Please mark the bubble below the relevant number.

In the past twelve months, how satisfied have you been with...

67. Availability of timely updates on TRICARE policy (regulations, manuals and other instructions) that affect Provider Audit and Reimbursement³⁰⁴⁷⁴

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

68. The professionalism and courtesy of your Contractor representatives throughout all Provider Audit and Reimbursement activities³⁰⁴⁷⁷

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

69. How well your Contractor makes an effort to make things as easy and as fair as possible for you during Cost Report settlement activities³⁰⁴⁷⁸

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

70. Your Contractor's interpretations of TRICARE rules for Cost Report and payment policies³⁰⁵⁹¹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

71. The knowledge of your Contractor's Cost Report Auditors³⁰⁴⁷⁹

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

72. The timeliness of your Contractor's audit of your Cost Report, if one is conducted, and the final settlement³⁰⁴⁸²

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

73. The overall communication between you and your Contractor about adjustments and Cost Reports/Cost Report Audits³⁰⁶⁰⁶

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The next few questions are about Interim Payments you receive from your Contractor

74. The clarity of the instructions given to you by your Contractor for the process of requesting a review and adjustment to your Interim Payments³⁰⁴⁸⁴

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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75. The reasonableness of the requests the Contractor makes of you during their consideration of an adjustment to your Interim Payments, including the time you are given to submit documentation and the methods you are given for submitting those documents³⁰⁴⁸⁵

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧⑨

76. The clarity of the explanations of your Contractor's decisions about adjustments to your Interim Payments³⁰⁴⁸⁶

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧⑨

77. The timeliness of your Contractor's decisions about adjustments to your Interim Payments³⁰⁴⁸⁷

1 -- Not At All Satisfied	2	3	4	5	6 -- Completely Satisfied	Do not know	Not Applicable
①	②	③	④	⑤	⑥	①	⑧⑨

78. We are interested in any general comments you have about 123ABC's handling of Provider Audit and Reimbursement activities. Do you have any comments you would like to share with TRICARE and with your Contractor about this topic?

79. Based on your answers to the previous questions, how likely are you to continue your participation with TRICARE?³⁰⁹²⁷

Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Do Not Know	Not Applicable
①	②	③	④	①	⑧⑨

INSTRUCTIONS FOR SUBMITTING YOUR COMPLETED SURVEY INSTRUMENT

A pre-paid envelope is provided with this survey instrument. Please use it to mail your completed survey directly to:

NRC+Picker
PO Box 82660
Lincoln, NE 68501-9465

OR: Fax your completed survey to NRC+Picker at 800-733-5751

THANK YOU!



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