



# **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 XXXXXXXX, 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.





# 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

	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
	10% or less	
	2 11% - 25%	

Less than 6 months

3. Are you taking new TRICARE patients?30926

• Yes

② No.

3 26% - 50% 4 51% - 75% 5 76% - 100%

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					6 Completely	
Satisfied	2	3	4	5	Satisfied	Do not know
$\bigcirc$	2	3	4	5	6	<u>-</u>

\*001AMD25\*





### 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 t	he last twelve mo	nths, how sat	isfied have you	been with				
5.	The responses to	o inquiries dir	ected to the MO	CSC through the	provider re	presentatives, TSC, to	II-free number, etc	<b>c.?</b> 30923
	1 Not At All	-		_	-	6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\bigcirc$	2	3	4	(5)	6	1	<del>(</del> <b>89</b> )
6.	How quickly you	can reach a r	epresentative t	to make a Provid	der Inquiry k	y telephone30607		
	1 Not At All					6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\odot$	2	3	4	5	6	1	<del>-89</del> )
7.	Receiving the co	rrect informa	tion30411					
	1 Not At All					6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\bigcirc$	2	3	4	5	6	1	<b>·89</b> )
8.	The consistency	of responses	that you get fr	om different Pro	ovider Inqui	ries representatives304	13	
	1 Not At All					6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\bigcirc$	2	3	4	5	<b>6</b>	1	489)
9.	The effort your C	Contractor ma	kes to make the	e Provider Inqui	ries process	s as easy as possible f	or you	
	1 Not At All					6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\bigcirc$	2	3	4	(5)	<b>6</b>	1	<del>(</del> <b>89</b> )
10.	The modes of co	mmunication	that are offered	d by your Contra	actor to exc	hange information with	them about Inqui	iries30417
	1 Not At All					6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\bigcirc$	2	3	4	5	6	1	<b>89</b> )
11.	="	lism and cour	tesy of your Co	ontractor's repre	esentatives t	hroughout Provider In	quiries activities	
	30418							
	1 Not At All					6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\bigcirc$	2	3	4	5	6	<b>①</b>	<del>(</del> 89)
12.	Your Contractor'	's ability to ful	lly resolve prob	lems without yo	ou having to	make multiple inquirie	<b>s</b> 30579	
	1 Not At All					6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\odot$	2	3	4	5	6	1	489)





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 Other (Please with a Contractor Automated specify): telephone system Web Mail representative Email Fax 7 1 2 3 4 5 6 14. In the last twelve months, which method have you used most often to communicate with your Contractor?30581 Telephone call Other (Please with a Contractor Automated specify): Email Mail Fax representative telephone system Web 4 (5)  $\bigcirc$ 1 2 3 6 15. In the last twelve months, how many inquiries have you and any other persons in your facility made?30582 1 - 2 3 - 5 6 - 10 11 - 20 21 - 50 101 or more 1 2 3 4 (5) 6  $\bigcirc$ 16. Do you use the Internet to get any of the following? (Mark all that apply.)30583 TRICARE Program Other (Please specify) Billing and coverage **Training** updates Contractor updates regulations 1 2 3 4 5 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	Contractor website	In-person training/Workshops	Teleconference	Hard copy materials	None	specify):
1	2	3	4	5	6	7





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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...

1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable    1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable    20. The detail in which topics are covered3/422  1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable    21. The tailoring of training or education at a level you can understand3/699  1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable    22. The topics of the training and education materials are up-to-date3/427  1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable    22. The topics of the training and education materials are up-to-date3/427  1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable    23. The relevance of the training and education material topics to your organization's needs3/988  1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable    24. The accessibility of education and training resources from your Contractor/3/428  1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable    25. The expertise of the provider education and training staff3/429  25. The expertise of the provider education and training staff3/429  26. The communication with you about changes that have been or are being made to TRICARE policies and regulations 3/49 5 Satisfied Do not know Not Applicable    26. The communication with you about changes that have been or are being made to TRICARE policies and regulations 3/49 5 Satisfied Do not know Not Applicable    27. The professionalism and courtesy of your Contractor's training and education material? (Mark all that apply), 3/95/8    28. For which of the following topics would you like to see more training and education material? (Mark all that apply), 3/95/8    29. For which of the following topics would you like to see more training and education material? (Mark all that apply), 3/95/8    20. The communication material policy determination    20. English    20. Cherr (Please specify): 1 Not All all apply and a policy and appl	III U	ile iasi tweive illoi	illis, now salisneu	nave you bee	II WILII	••			
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26. The communication with you about changes that have been or are being made to TRICARE policies and regulations 30430  1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable  27. The professionalism and courtesy of your Contractor's training and education representatives 30432  1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable 6 Completely Satisfied 2 3 4 5 Satisfied Do not know Not Applicable 3 5 Satisfied Do not know Not Applicable 4 5 Satisfied Do not know Not Applicable 3 4 5 Satisfied Do not know Not Applicable 4 5 Satisfied Do not know Not Applicable 4 8 9  28. For which of the following topics would you like to see more training and education material? (Mark all that apply.) 30586			2	3	1	5		Do not know	Not Applicable
26. The communication with you about changes that have been or are being made to TRICARE policies and regulations 30430  1 Not At All 6 Completely Satisfied 2 3 4 5 Satisfied Do not know Not Applicable  27. The professionalism and courtesy of your Contractor's training and education representatives 30432  1 Not At All 6 Completely Satisfied 2 3 4 5 Satisfied Do not know Not Applicable  Satisfied 2 3 4 5 Satisfied Do not know Not Applicable  3 4 5 Satisfied Do not know Not Applicable  3 4 5 Satisfied Do not know Not Applicable  3 4 5 Satisfied Do not know Not Applicable  489  28. For which of the following topics would you like to see more training and education material? (Mark all that apply.)30586									
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Satisfied 2 3 4 5 Satisfied Do not know Not Applicable  1 The professionalism and courtesy of your Contractor's training and education representatives 30432  1 Not At All 6 Completely Satisfied 2 3 4 5 Satisfied Do not know Not Applicable  1 The professionalism and courtesy of your Contractor's training and education representatives 30432  1 Not At All 6 Completely Satisfied Do not know Not Applicable  2 3 4 5 Satisfied Do not know Not Applicable  3 4 5 Satisfied Do not know Not Applicable  499  28. For which of the following topics would you like to see more training and education material? (Mark all that apply.)30586	20.		on with you about	changes that	nave b	cen or are being		policies and regulati	011300400
2 3 4 5 6 Completely Satisfied 2 3 4 5 Satisfied Do not know Not Applicable 1 Which of the following topics would you like to see more training and education material? (Mark all that apply.)30586  Claims Local coverage Audit and Other (Please specify):			2	3	1	5		Do not know	Not Applicable
27. The professionalism and courtesy of your Contractor's training and education representatives 30432  1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable  3 4 5 Sometimes  Claims Local coverage  Audit and  Other (Please specify):						_			
1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable Do not know No		0	2	3	4	3	•	9	-89
1 Not At All Satisfied 2 3 4 5 Satisfied Do not know Not Applicable Do not know No	27	The professionali	sm and courtesy	of your Contra	ctor's t	raining and educ	ation representativ	AS 30432	
Satisfied 2 3 4 5 Satisfied Do not know Not Applicable  ① ② ③ ④ ⑤ ⑥ ① ① Not know Not Applicable ② ② ⑤ ⑥ ① ① ⑤ ⑤ ② ⑥ ⑥ ② ⑥ ⑥ ② ⑥ ⑥ ⑥ ⑥ ⑥ ⑥ ⑥ ⑥ ⑥ ⑥ ⑥	21.		Sili dila coditesy (	or your oonera	0101 3 1	ranning and cade	=	(C300-102	
28. For which of the following topics would you like to see more training and education material? (Mark all that apply.)30586  Claims Local coverage Audit and Other (Please specify)			2	2	4	5		Do not know	Not Applicable
28. For which of the following topics would you like to see more training and education material? (Mark all that apply.)30586  Other (Please Claims Local coverage Audit and specify):									• •
Other (Please Claims Local coverage Audit and specify):		$\Theta$	$\mathcal{L}$	<b>3</b>	4	9	•	9	-89
Other (Please Claims Local coverage Audit and specify):	20	For which of the	following tonics w	ould you like 4	0 600 5	nore training and	aducation materia	12 (Mark all that anni	v 130586
Claims Local coverage Audit and <u>specify)</u>	20.	i or windi or the	onowing topics w	odia you like t	o see II	note training and	education materia	ii: (wain ali lilal appi	y.,,00000
Claims Local coverage Audit and <u>specify)</u>									Other (Places
		Claims		Local covers	age			Audit and	
			Payment policy			Enrollment	Appeals		<del></del>





29.			•		`	g of Provider Communi nd with your Contracto	•	and Training)
Se	ction C: Claims Pr	ocessing						
123	BABC has procedure	es and regulation	ons associated w	ith how the	ey receive, process	s, and pay claims that F	Providers submit.	
		· -	=		- ·	erformance" includes th		
	eractions that you hat proximately three (3)			-	if a claim submissi	on to payment or denia	al. It should take yo	J
	ur Ratings of 123A			-		e last twelve (12) montl	as involving Claims	
Pro	•	ith 123ABC (ca	• •	-	•	t). Please confine your	•	
		-		-		evel of satisfaction on a		
	the last twelve mor				N.	bble below the relevant	t number.	
	The MCSC claims		-					
•••	1 Not At All	. р. соссов				6 Completely		
	Satisfied  ①	2 ②	3 3	4	5 5	Satisfied  6	Do not know	Not Applicable
31.	Obtaining authori	izations from	the MCSC?30921					
	1 Not At All	•			_	6 Completely	<b>5</b>	N A
	Satisfied  ①	2 ②	3	4	5	Satisfied	Do not know	Not Applicable
				4)	•		<u>-</u>	<del>-0</del> 3/
32.	The accuracy of y	our Contract	or's claims editii	ng30436				
	1 Not At All Satisfied	2	2	4	5	6 Completely Satisfied	Do not know	Not Applicable
	Satisfied  ①	2	3 3	4	5 (5)	Satisfied 6	To not know	Not Applicable
	4	2	•	4	•	•	4	<b></b>
33.		notification f	rom your Contra	ctor that a	a claim will not be	e paid, including deni	ed, returned or un	processed
	claims30437							
	1 Not At All Satisfied	2	3	4	5	<ul><li>6 Completely Satisfied</li></ul>	Do not know	Not Applicable
	Satisfied ①	2 ②	3 3	4	5 5	Satisfied 6		110t Applicable
	<b>D</b>	2	•	4	•	•	3	
34.	The accuracy of r	emittance ad	vices received fr	om your (	Contractor30610			
	1 Not At All	_	_	_	_	6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\bigcirc$	2	3	4	(5)	<b>6</b>	<b>①</b>	-89)
35.	The ease of subm	nitting electro	nic claims30439					
	1 Not At All	•				6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	<b></b>	2	3	4	<b>(5</b> )	6	<b>①</b>	<del>-89</del> )
					*001AMD69*	0060421		
	■							

1 Not At All					6 Completely		
Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
$\odot$	2	3	4	<b>5</b>	<b>6</b>	<u>-</u>	<del>(</del> 89)
7. The clarity of ren	nittance advice	es vou receive	from your Cont	ractor30587			
1 Not At All		, ca			6 Completely		
Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
<b>D</b>	2	3	<u>.</u>	<b>5</b>	6	①	489
. The coop of cour			ation alaima anii		for a change over the		
	ecting claims,	such as correc	ting claims onli	ine or asking	for a change over the	e prioriesussos	
1 Not At All Satisfied	2	3	4	5	6 Completely Satisfied	Do not know	Not Applicable
Datistied	2	3	4	<b>5</b>	Satisfied  (6)	①	489
					•	<b>D</b>	00
9. In the past twelve	e months, how	<i>i</i> have you sub	mitted claims?3	30602			
① Paper							
② Electronic							
3 Both							
) We are interested	in any general	comments vou	have about 1234	ARC's handling	g of Claims Processing	activities Do you h	ave any
comments you wo		-		-	-	donvinco. Do you i	iavo arry
comments you wo	ulu like to shar	e willi TRICARE	z and with your C	ontractor abo	ut triis topic?		
-							
							·
ection D: Appeals							
cotion b. Appeals							
23ABC has procedur ppeals, and commun	icates with Pro	viders about Ap	peals decisions.	For the purpo	es Appeals, makes dete ses of this survey instru	ument, your	
23ABC has procedur ppeals, and commun Contractor's Appeals ecycle of a first-level uphold its decision at the last twelve	icates with Properformance" in Appeal from about paying the	viders about Ap ncludes the activ when you first r e claim. It shoul	peals decisions. vities and interac receive a denial o	For the purpositions that you of a claim to work two (		ument, your oughout the decision to reverse	
23ABC has procedur ppeals, and commun contractor's Appeals ecycle of a first-level uphold its decision at the last twelve Yes	icates with Propertormance in Appeal from about paying the months, has	viders about Ap ncludes the activ when you first r e claim. It shoul	peals decisions. vities and interac receive a denial o	For the purpositions that you of a claim to work two (	ses of this survey instru have with 123ABC thro hen 123ABC states its	ument, your oughout the decision to reverse	
23ABC has procedur ppeals, and commun Contractor's Appeals ecycle of a first-level ruphold its decision at the last twelve	icates with Propertormance in Appeal from about paying the months, has	viders about Ap ncludes the activ when you first r e claim. It shoul	peals decisions. vities and interac receive a denial o	For the purpositions that you of a claim to work two (	ses of this survey instru have with 123ABC thro hen 123ABC states its	ument, your oughout the decision to reverse	
23ABC has procedur ppeals, and commun Contractor's Appeals recycle of a first-level ruphold its decision at 1. In the last twelve Yes  2 No (Go to #46)	icates with Propertion performance in Appeal from about paying the months, has a months, has a	viders about Ap ncludes the active when you first reclaim. It shoule your facility ha	peals decisions. vities and interacteceive a denial of take you approad	For the purpositions that you of a claim to work two (	ses of this survey instru have with 123ABC thro hen 123ABC states its	ument, your oughout the decision to reverse	
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23ABC has procedur ppeals, and commun Contractor's Appeals fecycle of a first-level r uphold its decision at 1. In the last twelve Yes  2 No (Go to #40 our Ratings of 123A while answering the formal communication).	icates with Properformance in Appeal from about paying the months, has a months, has also belowing questication.	viders about Ap ncludes the active when you first reclaim. It shoule your facility had ance of Appealons, please think	peals decisions. vities and interacteceive a denial of take you approad a first-level approad a first-level approad a subout your expense.	For the purpositions that you of a claim to who imately two (corporal?30603	ses of this survey instruhave with 123ABC throhen 123ABC states its (2) minutes to complete elast twelve (12) month	ument, your coughout the decision to reverse this section.	
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23ABC has procedur opeals, and commun contractor's Appeals ecycle of a first-level of uphold its decision at the last twelve or each of the following the following the last twelve or each of the following the last twelve more.  2. The consistency opeals, and the last twelve more.  3. The consistency opeals activities with the last twelve more.  4. The consistency opeals activities of the last twelve more.  5. The consistency opeals activities of the last twelve more.  6. The consistency open of the following the last twelve more.	icates with Properformance" in Appeal from about paying the months, has a month a m	viders about Apnoludes the active when you first reclaim. It should your facility has ance of Appealons, please think downward actoris decisions about the still and the s	peals decisions. vities and interactive a denial of take you approved a first-level approve	For the purpositions that you of a claim to who eximately two (compeal? 30603 periences in the instrument).	ses of this survey instruhave with 123ABC throhen 123ABC states its (2) minutes to complete elast twelve (12) month Please confine your artisfaction on a scale of the relevant number.  For claims that have be 6 Completely	ument, your bughout the decision to reverse this section.  In sinvolving aswers only to your 1 to 6, where 1 is  een denied 30448	
23ABC has procedur opeals, and commun contractor's Appeals ecycle of a first-level uphold its decision at the last twelve.  The consistency of 123A or each of the following the following the following the following the last twelve mode.  The consistency of 1 Not At All Satisfied.	icates with Properformance" in Appeal from about paying the months, has a month a m	viders about Apnoludes the active when you first reclaim. It should your facility has ance of Appealons, please think decisions tely Satisfied." It sfied have you actor's decisions as a satisfied as a	peals decisions. vities and interactive a denial of take you approved the decision of the deci	For the purpositions that you of a claim to who eximately two (compeal? 30603)  Periences in the instrument).  Four level of satisfactory below the exercise of the exercise o	ses of this survey instruhave with 123ABC throhen 123ABC states its (2) minutes to complete elast twelve (12) month Please confine your artisfaction on a scale of the relevant number.  For claims that have be 6 Completely Satisfied	ument, your bughout the decision to reverse this section.  In a involving aswers only to your 1 to 6, where 1 is  The decision to reverse this section.	Not Applicable
23ABC has procedur opeals, and commun contractor's Appeals ecycle of a first-level uphold its decision at the last twelve.  The consistency of 123A or each of the following the following the following the following the last twelve mode.  The consistency of 1 Not At All Satisfied.	icates with Properformance" in Appeal from about paying the months, has a month a m	viders about Apnoludes the active when you first reclaim. It should your facility has ance of Appealons, please think decisions tely Satisfied." It sfied have you actor's decisions as a satisfied as a	peals decisions. vities and interactive a denial of take you approved the decision of the deci	For the purpositions that you of a claim to who eximately two (compeal? 30603)  Periences in the instrument).  Four level of satisfactory below the exercise of the exercise o	ses of this survey instruhave with 123ABC throhen 123ABC states its (2) minutes to complete elast twelve (12) month Please confine your and isfaction on a scale of the relevant number.  For claims that have be 6 Completely Satisfied	ument, your bughout the decision to reverse this section.  In a involving aswers only to your 1 to 6, where 1 is  The decision to reverse this section.	Not Applicable
23ABC has procedur ppeals, and commun Contractor's Appeals ecycle of a first-level r uphold its decision at 1. In the last twelve	icates with Properformance" in Appeal from about paying the months, has a month a m	viders about Apnoludes the active when you first reclaim. It should your facility has ance of Appealons, please think decisions tely Satisfied." It sfied have you actor's decisions as a satisfied as a	peals decisions. vities and interactive a denial of take you approved the decision of the deci	For the purpositions that you of a claim to who eximately two (compeal? 30603)  Periences in the instrument).  Four level of satisfactory below the exercise of the exercise o	ses of this survey instruction have with 123ABC throw hen 123ABC states its (2) minutes to complete (2) minutes to complete (3) minutes to complete (4) month Please confine your artisfaction on a scale of the relevant number.  For claims that have be 6 Completely Satisfied (6) with them about first-	ument, your bughout the decision to reverse this section.  In a involving aswers only to your 1 to 6, where 1 is  The decision to reverse this section.	Not Applicable
23ABC has procedur ppeals, and commun Contractor's Appeals ecycle of a first-level r uphold its decision at 1. In the last twelve	icates with Properformance" in Appeal from about paying the months, has a month a m	viders about Ap ncludes the active when you first reclaim. It should your facility has ance of Appeal ons, please think d "your Contract Appeals section stely Satisfied." It sfied have you actor's decision  3 3 antractor offers	peals decisions. vities and interactive a denial of take you approved the decision of the deci	For the purpositions that you of a claim to who eximately two (compeal? 30603)  Periences in the compensation instrument).  For the purpositions that you be a compeal? 30603  Periences in the compensation i	ses of this survey instruction have with 123ABC throw hen 123ABC states its (2) minutes to complete (2) minutes to complete (3) month Please confine your artisfaction on a scale of the relevant number.  For claims that have becompletely satisfied (6) with them about first-left (6) with them about (6) with the complex (6) with t	ument, your bughout the decision to reverse this section.  In sinvolving aswers only to your 1 to 6, where 1 is  The decision to reverse this section.	Not Applicable







44.	Your Contractor's	s responsive	ness, attentiver	ness, and availa	bility during t	the process of first-le	vel appeals30589	
	1 Not At All	•	,	,	, ,	6 Completely	• •	
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\bigcirc$	2	3	4	5	<b>6</b>	1	-(89)
45	The mustons is not						20604	
45.	<del>-</del>	ism and cour	tesy of your Co	ontractor's repre	sentatives di	uring the appeals pro	cess <sub>30004</sub>	
	1 Not At All	_	_		_	6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	lacktriangle	2	3	4	5	6	1	-89
46.	The clarity of exp	lanations of	appeal decisior	ns made by you	r Contractor3	0590		
	1 Not At All		••	, ,		6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
		2	3	<u>.</u>	<b>5</b>	6	-D -10t kilow	489
	<b>y</b>	2	•	<b>D</b>	•	•	9	<b>Q</b>
	We are interested would like to share					g of Appeals activities.	Do you have any c	omments you
appl Prov our with mad	ications for Provide vider Certification p organization or me the TRICARE Con	er Certification erformance" i embers in you tractor, includ	n in the TRICARE ncludes the activ or facility as a Pro ling initial certific	E program. For the vities and interact ovider with the TF ation and update	e purposes of ions that you RICARE progres to certification	e and make determina this survey instrument have with 123ABC regam. This includes all of on information from the purposimately two (	, your "Contractor's arding enrolling your interaction he first contact you	
	In the last twelve  1 Yes 2 No (Go to #56		e you gone thro	ough the TRICA	RE certification	on process?30605		
	- (-3 13 00	,						
Whi Pro۱	_	llowing questi ctivities with 1	ons, please thinl 23ABC (called "	k about your expe		e last twelve (12) month instrument). Please co	-	
		-			-	level of satisfaction on oble below the relevant		
In th	ne last twelve mor	nths, how sat	isfied have you	been with				
	The consistency		_		s30456			
73.	<del>-</del>	or your cont	iactor s respon	ses of decision.	300-00	0 0 1 1 1		
	1 Not At All	0	^	4	-	6 Completely	D	NI=4 A !! !!
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\bigcirc$	2	3	4	(5)	6	<u>-1</u>	<del>(89</del> )
50	The professional	ism and cour	tesy of your Co	ontractor's repre	sentatives di	uring the Provider Ce	rtification proces	s30459
J <b>J</b> .	=	isiii aiiu coul	tody or your ou	minacion s repre	Jenialives U	_	imication proces	300700
	1 Not At All	0	0	4	-	6 Completely	Da 4 1	Nint Ameliani
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	lacktriangle	2	3	4	5	6	1	-89



Yo Wh Re exp For 1 is	view activities with 1 periences with 123A reach of the following reach at all Satisfied the last twelve more	ollowing questi 123ABC (calle BC. Ing items in the d" and 6 is "Co	ons, think about d "your Contract e Medical Review ompletely Satisfic isfied have you	your experiences or" in the survey or section, please ed." Please mark been with	instrument). rate your lev the bubble b	welve (12) months involved.  Please confine your answel of satisfaction on a societow the relevant number than the satisfied of a completely satisfied.	wers <i>only</i> to your ale of 1 to 6, where	
Yo Wh Re exp For	vile answering the for view activities with 1 periences with 123A reach of the following s "Not at all Satisfied	ollowing questi 123ABC (calle BC. ng items in the d" and 6 is "Co	ons, think about d "your Contract e Medical Review ompletely Satisfic	your experiences or" in the survey  section, please ed." Please mark	instrument).	Please confine your ans	wers only to your ale of 1 to 6, where	}
Yo Wh Re exp	tile answering the for view activities with 1 periences with 123A reach of the following	ollowing questi 123ABC (calle BC. ng items in the	ons, think about d "your Contract a Medical Review	your experiences or" in the survey  section, please	instrument).	Please confine your ans	wers only to your ale of 1 to 6, where	)
<b>Yo</b> Wh Re	ile answering the fo	ollowing questi I 23ABC (calle	ons, think about	your experiences		` '	•	
56.	ur Ratings of 123A	BC's Parform	ance of Medica	al Review				
	,	,						
	① Yes ② No (Go to #66	6)						
	In the last six mo	nths, have yo	ou had a Medica	al Review?30460				
inte act	eractions that you ha	ave with 123A of the survey	BC during Pre-P instrument are <i>i</i>	ay and/or Post-P not related to fra	ay Medical R	ance" includes the activi Review. Please note that ions, overpayments, or a	Medical Review	
	ction F: Medical R BABC has procedure		ions that require	them to sometim	nes perform N	Medical Review of Provio	ders' records. For	
					V			
55.	We are interested comments you wo		-			ng of Provider Certification out this topic?	on activities. Do yo	u have any
		2	3	4	5	6	①	489
J-7.	1 Not At All Satisfied	2	3	4	5	6 Completely Satisfied	Do not know	Not Applicable
54	The number of co							
	Satisfied  ①	2 ②	3 ③	<b>4 4</b>	5 ⑤	Satisfied 6	Do not know	Not Applicable
53.	you to start billin	-		ality and thorou	ighness of t	he information provide  6 Completely	d by your Contrac	ctor to enable
	<b>①</b>	2	3	4	5	6	<b>①</b>	<b>-89</b> )
	Satisfied	2	3	4	5	6 Completely Satisfied	Do not know	Not Applicable
	Your Contractor's	s ability to an	swer questions	s specific to you	ır situation o			
52.	1	2	3	4	(5)	6	1	-89)
52.	1 Not At All Satisfied	2	3	4	5	<ul><li>6 Completely Satisfied</li></ul>	Do not know	Not Applicable
52.						6 Completely		



58.	The clarity of the	explanations	s of your Contr	actor's Medical	Review decis	ions30465		
	1 Not At All	_	_		_	6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	lacktriangle	2	3	4	(5)	6	1	-89)
59.	Receiving timely	local Medica	I Review policy	/ changes and u	pdates that a	ffect your organizatio	n30466	
	1 Not At All					6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\bigcirc$	2	3	4	5	<b>6</b>	1	-89)
60.	The follow through	ah that vour (	Contractor prov	vided after Medi	cal Review de	ecisions30468		
	1 Not At All	g ,				6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
		_	-		_			• •
	lacktriangle	2	3	4	5	<b>6</b>	1	-89
61.	The knowledge of	of your Contra	actor's Medical	Reviewers30469				
	1 Not At All					6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\odot$	2	3	4	<b>5</b>	6	1	-89)
62.	How well your Co	ontractor mal	ces an effort to	make things as	easy and as	fair as possible for yo	ou30470	
	1 Not At All			· ·	•	6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	<b>1</b>	2	3	4	(5)	6	<b>①</b>	· <del>189</del> 0
	The semilaters	-		al Dandana da abab	M.		- 20474	
63.	•	or your Cont	ractor's Medica	al Review decisi	ons and ansv	vers to your question	<b>S</b> 304 <i>l</i> I	
	1 Not At All	_	_			6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	lacktriangle	2	3	4	5	6	1	-89)
64.	The professional	lism and cour	tesy of your C	ontractor repres	entatives thro	oughout the Medical F	Review process304	<b>1</b> 72
	1 Not At All					6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	$\bigcirc$	2	3	4	5	6	1	-89
c E	We are interested	lin ony gonoro	al commente voi	, have about 122	APC'a bandlin	g of Medical Review ac	stivities. De veu bev	10 0nv
05.	comments you wo					~	divides. Do you hav	e arry
	comments you wo	Julu like to Sha	ie with TRICAR	E and with your C	Jonitacioi abo	out triis topic?		
			<u> </u>					
	-							

# 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



0060421



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.

activities 30 1 Not At Satisfied  69. How well y activities 30 1 Not At Satisfied  70. Your Conti 1 Not At Satisfied	ed 2 2 essionalism and cour 30477 At All ed 2 2 your Contractor mak 30478 At All ed 2 2	3 ③ kes an effort to 3 ③	4	5 5	6 Completely Satisfied	Do not know	Not Applicable
Satisfied  68. The profes activities 30 1 Not At Satisfied  69. How well y activities 30 1 Not At Satisfied  70. Your Conti 1 Not At Satisfied  71. The knowle 1 Not At Satisfied	ed 2 2 essionalism and cour 30477 At All ed 2 2 your Contractor mak 30478 At All ed 2 2	3 rtesy of your Co 3 3 kes an effort to	ontractor representation of the second secon	5 entatives the 5 5 easy and as	Satisfied  6  roughout all Provider A  6 Completely Satisfied  6  s fair as possible for your completely	④ Audit and Reimbur Do not know ④	*89 rsement Not Applicable *89
68. The profes activities 30 1 Not At Satisfied  69. How well y activities 30 1 Not At Satisfied  70. Your Conti 1 Not At Satisfied  71. The knowle 1 Not At Satisfied	essionalism and cour 30477 At All ed 2 2 your Contractor mak 30478 At All ed 2	an effort to	ontractor representation of the second secon	5 5 easy and as	6 Completely Satisfied 6 fair as possible for you	Audit and Reimbur  Do not know	*89 rsement Not Applicable *89
activities 30 1 Not At Satisfied  69. How well y activities 30 1 Not At Satisfied  70. Your Conti 1 Not At Satisfied  71. The knowle 1 Not At Satisfied	30477 At All	3 ③ kes an effort to 3 ③	4 4 make things as	5 5 easy and as	6 Completely Satisfied  6 s fair as possible for your fair as possible for your fair fair as possible for your fair fair fair fair fair fair fair fai	Do not know	Not Applicable
1 Not At Satisfied  69. How well y activities 30 1 Not At Satisfied  70. Your Contract 1 Not At Satisfied  71. The knowled 1 Not At Satisfied	At All 2  your Contractor mak 30478 At All ed 2 2	③ kes an effort to  3 ③	4	5 easy and as	Satisfied  6  6  6 Completely	1	<del>(8</del> 9)
Satisfied  69. How well y activities 30 1 Not At Satisfied  70. Your Conti 1 Not At Satisfied  71. The knowle 1 Not At Satisfied	ed 2 2 your Contractor mak 30478 At All ed 2 2	③ kes an effort to  3 ③	4	5 easy and as	Satisfied  6  6  6 Completely	1	<del>(8</del> 9)
69. How well y activities 30 1 Not At Satisfied  70. Your Contract 1 Not At Satisfied  71. The knowled 1 Not At Satisfied 1 Not At Satisfied 1 Not At Satisfied 1 Not At Satisfied	your Contractor mak 30478 At All ed 2	③ kes an effort to  3 ③	4	5 easy and as	6 fair as possible for you	1	<del>(8</del> 9)
<ul> <li>69. How well y activities 30</li> <li>1 Not At Satisfied</li> <li>70. Your Continuous</li> <li>1 Not At Satisfied</li> <li>71. The knowled</li> <li>1 Not At Satisfied</li> <li>2 Not At Satisfied</li> </ul>	your Contractor mak 30478 At All ed 2 ②	kes an effort to  3  3	make things as	5	6 Completely	-	_
70. Your Continue of the conti	30478 At All ed 2 ②	<b>3</b> ③	4	5	6 Completely	ou during Cost Rep	port settlement
70. Your Continue of the state	At All ed 2	3					
70. Your Conti 1 Not At Satisfied  71. The knowld  1 Not At Satisfied	ed 2 2	3					
70. Your Conti 1 Not At Satisfied T1. The knowld 1 Not At Satisfied	2	3			Satisfied		
70. Your Contract 1 Not At Satisfied 1 Not At Satisfied 1 Not At Satisfied	_		4	(5)		Do not know	Not Applicable
1 Not At Satisfied 71. The knowld 1 Not At Satisfied	tractor's interpretation				6	<u>-1</u>	<del>(89</del> )
Satisfied  71. The knowle  1 Not At Satisfied		ons of TRICARI	E rules for Cost	Report and	payment policies30591		
71. The knowled 1 Not At Satisfied	\t All				6 Completely		
71. The knowled 1 Not At Satisfied	ed 2	3	4	5	Satisfied	Do not know	Not Applicable
1 Not At Satisfied	2	3	4	(5)	<b>6</b>	1	<del>-89</del> )
Satisfied	vledge of your Contra	actor's Cost Re	port Auditors304	79			
					6 Completely		
$\odot$		3	4	5	Satisfied	Do not know	Not Applicable
	2	3	4	(5)	<b>6</b>	1	<del>(89</del> )
72. The timelin	iness of your Contra	ctor's audit of	your Cost Repor	t, if one is c	onducted, and the fina	I settlement30482	
1 Not At					6 Completely		
Satisfied	<del>-</del>	3	4	5	Satisfied	Do not know	Not Applicable
lacktriangle	2	3	4	5	<b>6</b>	1	<del>(89</del> )
73. The overal	all communication be	etween you and	l your Contracto	r about adju	stments and Cost Rep	orts/Cost Report	Audits30606
1 Not At					6 Completely		
Satisfied		3	4	5	Satisfied	Do not know	Not Applicable
1	2	3	4	(5)	6	1	<del>-89</del> )
The next few a	questions are about	Interim Paymei	nts you receive f	rom your C	ontractor		



3

3

4

4

2

2

1 -- Not At All

Satisfied

1



Do not know

1

Not Applicable

**(89**)

5

(5)

6 -- Completely

Satisfied

**6** 

75.	The reasonablenes	ss of the req	uests the Co	ntractor makes of yo	u during	their consideration	n of an adjustment to	your Interim
	Payments, includir	ng the time	you are giver	to submit documen	tation an	d the methods you	are given for submi	tting those
	documents30485							
	1 Not At All					6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
		2	3	<u>.</u>	<b>5</b>	6	<b>①</b>	-89
		2	<b>3</b>	4	3		(1)	-03
76.	The clarity of the e	xplanations	of your Cont	ractor's decisions al	oout adju	stments to your Int	terim Payments30486	
	1 Not At All					6 Completely		
	Satisfied	2	3	4	5	Satisfied	Do not know	Not Applicable
	lacktriangle	2	3	4	<b>5</b>	6	1	89)
77.	-	our Contrac	ctor's decisio	ns about adjustment	s to your	<del>-</del>	30487	
	1 Not At All Satisfied	2	2	4	E	6 Completely Satisfied	Do not know	Not Applicable
		2	3	4	5			
	lacktriangle	2	3	4	(5)	6	<b>①</b>	489)
78.			<del>-</del>	u have about 123ABC th TRICARE and with		-		activities. Do you
				2,6				
79.	Based on your ans	wers to the	previous que	stions, how likely ar	e you to	continue your parti	cipation with TRICA	RE?30927
	Very likely	Somev	vhat likely	Somewhat unlikely	Very	unlikely D	o Not Know	Not Applicable
	<b>①</b>		2	3	,	4	1	<del>-</del> 89)
INS	TRUCTIONS FOR S	UBMITTING	YOUR COMP	LETED SURVEY INS	TRUMEN	IT		
А рі	re-paid envelope is	provided w	ith this surve	y instrument. Please	use it to	mail your complete	ed survey directly to	:
ND	C+Picker							
	Box 82660							
Lind	coln, NE 68501-9465	5						
OR:	Fax your complete	ed survey to	NRC+Picker	at 800-733-5751				
THA	NK YOU!							





