

Medicare Contractor Provider Satisfaction Survey

2009 - 2010 MCPSS Question Crosswalk		
2009 Introductory Section	2010 Introductory Section	Business Function (BF) Revisions / DPRE Recommendations
<p>Q0. Approximately how long have you been a Medicare Provider?</p>	<p>Q0. Approximately how long have you been a Medicare provider?</p>	<p>We suggest the question remains the same</p>
<p>Q1. {CONTRACTOR}, your Contractor, provides a number of services on behalf of Medicare to Medicare Providers in your area. Thinking about ALL your interactions with your Contractor, {CONTRACTOR}, {{In the last twelve months/ Since {DATE}}, how satisfied have you been with your Contractor's performance overall.</p>	<p>Q1. [CONTRACTOR], your Contractor, provides a number of services on behalf of Medicare to Medicare Providers in your area. Thinking about ALL your interactions with your Contractor, [CONTRACTOR], [in the last 12 months/ since {DATE}], how satisfied have you been with your Contractor's performance overall?</p>	<p>We suggest the question remains the same</p>
<p>THIS ITEM DID NOT EXIST IN 2009</p>	<p>Q2. Thinking about the size of your provider's practice/facility, please answer the following: (answer only those questions that apply to your practice/facility)</p> <p>a. If you are a provider, do you have fewer than 25 full-time employees in your practice/facility?</p> <p>b. If you are a supplier of medical equipment, does your organization have fewer than 10 full-time employees?</p> <p>c. Do you consider yourself to be a small provider?</p> <p style="text-align: center;">IF YES:</p> <p style="text-align: center;">Please check the group below which best applies to you:</p> <p style="text-align: center;"> <input type="checkbox"/> Physician <input type="checkbox"/> Non-physician practitioner <input type="checkbox"/> DMEPOS supplier <input type="checkbox"/> Other (i.e., rural health clinic, federally qualified health center, etc.) _____ <input type="checkbox"/> Don't know </p>	<p>The rationale for adding these background items is that CMS is required to specifically monitor outreach activities to "small providers". The addition of these items will allow CMS to better fulfill this requirement.</p>
<p>2010 SECTION-LEVEL BURDEN: 1 minute (3 questions; 5 items)</p>		

Medicare Contractor Provider Satisfaction Survey

2009 - 2010 MCPSS Question Crosswalk		
2009 Section A : Provider Inquiries	2010 Section A : Provider Inquiries	Business Function (BF) Revisions / DPRE Recommendations
A1. How quickly you can reach a representative to make a Provider Inquiry by telephone?	A1a. How quickly you can reach a representative to make a provider inquiry by telephone?	BF suggest that questions remain the same; DPRE has no further recommendations
A2. Receiving the correct information	A1b. Receiving the correct information over the phone from a representative?	BF suggest revising question to include the following language "over the phone from a representative", DPRE has no further recommendations
A3. The consistency of responses that you get from different Provider Inquiries representatives	A1c. The consistency of written responses?	BF suggest revising the question; DPRE has no further recommendations
A4. The effort your Contractor makes to make the Provider Inquiries process as easy as possible	THIS ITEM DELETED	BF suggest deleting question from 2010 survey; DPRE has no further recommendations
A5. The modes communication that are offered by your Contractor to exchange information with them about Inquiries	A1d. The modes communication that are offered by your Contractor to exchange information with them about inquiries?	BF suggest that questions remain the same; DPRE has no further recommendations
A6. The professionalism and courtesy of your Contractor's representatives throughout Provider Inquiries activities	THIS ITEM DELETED	BF suggest deleting question from 2010 survey; DPRE has no further recommendations
A7. Your Contractor's ability to fully resolve problems without you having to make multiple inquiries	A1e. Your Contractor's ability to fully resolve problems without you having to make multiple inquiries?	BF suggest that questions remain the same; DPRE has no further recommendations
A8. [In the last twelve months/Since {DATE}] which method(s) have you used to communicate with your Contractor? Telephone call with a Contractor representative Automated telephone system Web E-mail Mail Fax Other (specify)	A2. [In the last twelve months/Since {DATE}] which method(s) have you used to communicate with your Contractor? (CHECK ALL THAT APPLY) Telephone call with your Contractor's representative Automated telephone system (IVR) Web E-mail Mail Fax Other (specify)	BF revised the answers to include "IVR" as a possible response
A9. [In the last twelve months/ Since {DATE}] which method have you used most often to communicate with your Contractor? Telephone call with a Contractor representative Automated telephone system Web E-mail Mail Fax Other (specify)	A3. [In the last twelve months/ Since {DATE}] which method have you used most often to communicate with your Contractor? Telephone call with your Contractor's representative Automated telephone system (IVR) Web E-mail Mail Fax Other (specify)	BF revised the answers to include "IVR" as a possible response; DPRE has not further recommendations
THIS ITEM DID NOT EXIST IN 2009	A1f. The information made available through your Contractor's automated telephone system (IVR) meeting your needs, if accessed? A1g. The ease of obtaining information through your Contractor's automated	Questions on IVR added by BF; DPRE recommends the addition of " if accessed"

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2009 - 2010 MCPSS Question Crosswalk		
2009 Section A : Provider Inquiries	2010 Section A : Provider Inquiries	Business Function (BF) Revisions / DPRE Recommendations
	telephone system (IVR), if accessed?	
A10. [In the last twelve months/ Since {DATE}] how many inquires have you and any other persons in your facility made?	THIS ITEM DELETED	BF is willing to delete question; DPRE recommends that this question be pulled from the survey or swap with question #4 in the remarks section below
A11. Do you use the internet to get any of the following? <input type="checkbox"/> CMS Program updates <input type="checkbox"/> Contractor updates <input type="checkbox"/> Training <input type="checkbox"/> Billing and coverage regulations <input type="checkbox"/> Other (Please specify)	THIS ITEM DELETED	BF has decided to delete question from 2010 survey; DPRE has no further recommendations
THIS ITEM DID NOT EXIST IN 2009	A4. [In the last 12 months/since {DATE}], what is your overall satisfaction with your Contractor's provider inquiry activities?	Interest in understanding overall satisfaction at the BF level
A12. We are interested in any general comments you have about [CONTRACTOR NAME]'s handling of Provider Inquiry activities. In what ways (if any) do you think this service could be improved?	A5. We are interested in any general comments you have about [CONTRACTOR NAME]'s handling of provider inquiry activities. In what ways (if any) do you think this service could be improved?	BF suggest that questions remain the same; DPRE has no further recommendations
2010 SECTION-LEVEL BURDEN: 2.5 minutes (5 questions; 10 items, plus 1 open ended question)		

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Medicare Contractor Provider Satisfaction Survey

2009 - 2010 MCPSS Question Crosswalk		
2009 Section B: Provider Outreach & Education	2010 Section B: Provider Outreach & Education	Business Function Revisions /DPRE Recommendations
B1. [In the last twelve months/ Since {DATE}] what education and training resources of (CONTRACTOR) have you used? Web-based Training Contractor Web site In-person training / Workshops Teleconference Hard copy materials Other (specify) _____ None used	B1. [In the last twelve months/ Since {DATE}] what education and training resources of [CONTRACTOR NAME] have you used? [CHECK ALL THAT APPLY] Web-based Training Contractor website In-person training / workshops Teleconferences Hard copy materials Electronic mail (e-mail) materials - NEW Listserv information - NEW Other (specify) _____ None used	BF revised the answers to include two additional "E-mailed materials" and "Listserv information"
B2. The amount of training and educational resources available from your Contractor	THIS ITEM DELETED	BF has decided to delete question from 2010 survey; DPRE has no further recommendations
B3. The detail in which topics are covered	THIS ITEM DELETED	
B4. The tailoring of training or education at a level you can understand	THIS ITEM DELETED	
B5. The topics of the training and education materials are up-to-date	THIS ITEM DELETED	
B6. The relevance of the training and education material topics to your organizations needs.	THIS ITEM DELETED	
B7. The accessibility of education and training resources from your Contractor	THIS ITEM DELETED	
B8. The expertise of your Contractor's provider education and training staff	B2a. The expertise of your Contractor's provider education and training staff?	BF suggest that questions remain the same; DPRE has no further recommendations
B9. Your Contractor's communication with you about changes that have been or are being made to Medicare policies and regulations	B2b. Your Contractor's communication with you about changes that have been or are being made to Medicare policies and regulations?	
B10. The professionalism and courtesy of your Contractor's training and education representatives	B2c. The professionalism and courtesy of your Contractor's training and education representatives?	
B11. If you are an eligible professional, CMS' outreach and educational efforts on the "Physician Quality Reporting Initiative or PQRI"?	THIS ITEM DELETED	DPRE recommendations that these questions not be included in the survey tool since it has no direct relation to goals of the survey
B12. CMS products to educate you on how to bill for preventative services	THIS ITEM DELETED	
B13. For which of the following topics would you like to see more training and education material (mark all that applies)? Claims processing Payment policy Local coverage determination NPI Enrollment Appeals Audit and reimbursement	B3. For which of the following topics would you like to see more training and education materials? [CHECK ALL THAT APPLY] Claims processing Payment policy Local coverage determination Enrollment Appeals Audit and reimbursement Other (specify)	BF suggest that questions remain the same; DPRE recommends removing NPI since this initiative is complete

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2009 - 2010 MCPSS Question Crosswalk		
2009 Section B: Provider Outreach & Education	2010 Section B: Provider Outreach & Education	Business Function Revisions /DPRE Recommendations
Other (specify)		
B14. Do you find CMS listserv messages {@ ADDRESS} an effective method of communication to notify you about new Medicare Fee-for-Service information?	THIS ITEM DELETED	BF has decided to delete question from 2010 survey; DPRE has no further recommendations
B15. We are interested in any general comments you have about [CONTRACTOR NAME]'s handling of Provider Outreach & Education activities. In what ways (if any) do you think this service could be improved?	B9. We are interested in any general comments you have about [CONTRACTOR]'s handling of provider outreach and education activities. In what ways (if any) do you think this service could be improved?	BF suggests the question remain the same. DPRE agrees with BF recommendations
THESE ITEMS DID NOT EXIST IN THIS STRUCTURE IN 2009	B4. If you have received in-person training...[RATE LEVEL OF SATISFACTION WITH]: B4a. Availability of training B4b. Clarity of information presented B4c. Detail of topics covered B4d. The relevance of the training to meet your specific needs	BF revised these questions to reflect the providers satisfaction based on the following: a) Face to Face training, b) Non-face to face (non interactive activities), c) Educational material / resource availability.
THESE ITEMS DID NOT EXIST IN THIS STRUCTURE IN 2009	B5. If you have participated in non face-to-face training ...[RATE LEVEL OF SATISFACTION WITH]: B5a. Availability of training B5b. Clarity of information presented B5c. Detail of topics covered B5d. The relevance of the training to meet your specific needs B6. If you have received educational materials/information resources from your Contractor... [RATE LEVEL OF SATISFACTION WITH]: B6a. Amount of educational materials/information resources B6b. Accessibility of educational materials/information resources B6c. Clarity of information B6d. The relevance of the educational materials and information resources to meet your specific needs B6e. The usefulness of your Contractor's listserv (e-mail) messages in notifying you about new Medicare program information B6f. The usefulness of your Contractor's frequently asked questions (FAQs)	DPRE recommends that the questions be ordered in a specific prompt format for easier answer completion reducing the respondent burden; also recommend some specific language to clarify and define the intent of the question format.
THIS ITEM DID NOT EXIST IN 2009	B7. How often do you use the Medicare Learning Network (MLN) products and services?	This item added so that CMS has information on how often these products are used by providers.
THIS ITEM DID NOT EXIST IN 2009	B8. What is your overall satisfaction with your Contractor's outreach and educational activities?	Noted in the Other remarks Section A #4
Other Remarks Provided by Business Function with 2010 Section B: None		
2010 SECTION-LEVEL BURDEN: 4.7 minutes (9 questions; 21 items, plus 1 open ended question) + 0.6 minutes (3 potential questions on emerging topics (TBD)) = 5.3 Total minutes		

Medicare Contractor Provider Satisfaction Survey

2009 - 2010 MCPSS Question Crosswalk		
2009 Section C: Claims Processing	2010 Section C: Claims Processing	Business Function Revisions /DPRE Recommendations
C1. The accuracy of your Contractor's claims editing	C1b. The accuracy of your Contractor's claims editing?	BF has reordered the questions based on ease and relevance; BF suggests that question C1e focus on all claims related issues (which includes addressing comment regarding C1e as mentioned in Section A Other Remarks (7&8) was revised); DPRE agrees with BF recommendations
C2. The timeliness of notification from your Contractor that a claim will not be paid, including denied, returned or unprocessed claims	C1c. The timeliness of notification from your Contractor that a claim will not be paid, including denied, returned or unprocessed claims?	
C3. The accuracy of remittance advises received from your contractor	THIS ITEM DELETED	
C4. The ease of submitting electronic claims	C1a. The ease of submitting electronic claims?	
C5. The availability of your Contractor's representatives to address claims	C1e. The promptness of your Contractor in resolving claims-related issues brought to their attention?	
C6. The clarity of remittance advices you receive from your Contractor	C1d. The clarity of remittance advices you receive from your Contractor?	
C7. The ease of correcting claims, such as correcting claims online or asking for a change over the phone	C1f. The ease of correcting claims, such as correcting claims online or requesting a change over the phone?	
C8. In the last twelve months/Since (Date) how have you submitted claims?	THIS ITEM DELETED	
THIS ITEM DID NOT EXIST IN 2009	C1g. The correctness of the information provided to you by your Contractor in response to claims-related issues raised by you?	BF suggest adding new question; DPRE agrees with BF recommendation
THIS ITEM DID NOT EXIST IN 2009	C1h. The overall performance of your Contractor's claims processing activities?	Noted in the Other remarks Section A #4
C9. We are interested in any general comments you have about [Contractor Name]'s handling of Claims Processing activities. In what ways (if any) do you think this service could be improved	C2. We are interested in any general comments you have about [CONTRACTOR]'s handling of claims processing activities. In what ways (if any) do you think this service could be improved?	BF suggests the question remain the same. DPRE agrees with BF recommendations
Other Remarks Provided by Business Function with 2010 Section C:		
No Additional Remarks Provided by Business Function		
2010 SECTION-LEVEL BURDEN: 2.1 minutes (2 questions; 8 items, plus 1 open ended question)		

Medicare Contractor Provider Satisfaction Survey

2009 - 2010 MCPSS Question Crosswalk		
2009 Section D: Appeals	2010 Section D: Appeals	Business Function Revisions /DPRE Recommendations
D1. The consistency of your Contractor's first level appeals decisions for claims that have been denied	D2a. The consistency of your Contractor's first-level appeals decisions for claims that have been denied?	BF suggest that questions D1-D4 remain the same (but are renumbered and reordered); DPRE has no further recommendations
D2. The mechanisms that your Contractor offers for exchanging information with them about first level appeals	D2b. The mechanisms that your Contractor offers for exchanging information with them about first-level appeals?	
D3. Your Contractor's responsiveness, attentiveness and availability during the process of first level appeals	D2c. Your Contractor's responsiveness, attentiveness and availability during the process of first-level appeals?	
D4. The professionalism and courtesy of your Contractor's representatives during the appeals process	D2f. The professionalism and courtesy of your Contractor's representatives during the first-level appeals process?	
D5. The clarity of explanations of appeal decisions made by your Contractor	D2g. The clarity of explanations of first-level appeal decisions made by your Contractor?	
THIS ITEM DID NOT EXIST IN 2009	D2d. Your average telephone hold time before talking to a live person?	BF suggests adding these questions to gain insight on these items; DPRE has no further recommendations
	D2e. If leaving a message, the average time before receiving a return call?	
THIS ITEM DID NOT EXIST IN 2009	D2h. The overall performance of your Contractor's first-level appeals activities?	Noted in the Other remarks Section A #4
D6. We are interested in any general comments you have about [Contractor Name]'s handling of Appeals activities. In what ways (if any) do you think this service could be improved	D3. We are interested in any general comments you have about [CONTRACTOR]'s handling of first-level appeals activities. In what ways (if any) do you think this service could be improved?	BF suggest that questions remain the same; DPRE agrees with BF recommendation
Other Remarks Provided by Business Function with 2010 Section D:		
No Additional Remarks Provided by Business Function		
2010 SECTION-LEVEL BURDEN: 2.1 minutes (2 questions; 8 items, plus 1 open ended question)		

Medicare Contractor Provider Satisfaction Survey

2009 - 2010 MCPSS Question Crosswalk		
2009 Section E: Provider Enrollment	2010 Section E: Provider Enrollment	Business Function Revisions /DPRE Recommendations
E1. The ability of your Contractor representatives to respond to your questions about Medicare enrollment application, CMS Form 855	E2a. The ability of your Contractor's representative to respond to your questions about Medicare enrollment application, CMS Form 855?	BF suggest that questions remain the same; DPRE agrees with BF recommendation
E2. The consistency of your Contractor's responses or decisions	E2b. The consistency of your Contractor's responses or decisions?	
E3. The professionalism and courtesy of your Contractor's representatives during the Provider Enrollment process	E2c. The professionalism and courtesy of your Contractor's representatives during the provider enrollment process?	
E4. Your Contractor's responsiveness, attentiveness and availability during the process of enrollment	E2d. Your Contractor's responsiveness, attentiveness and availability during the process of enrollment?	
E5. Your Contractor's ability to answer questions specific to your situation or specialty	E2e. Your Contractor's ability to answer questions specific to your situation or specialty?	
E6. {In the last twelve (12) months/since {Date}, have you completed the enrollment process	THIS ITEM DELETED	
E7. The information provided by your Contractor to enable you to start billing for services	E3. [In the last 12 months/since {DATE}], how satisfied have you been with the information provided by your Contractor to enable you to start billing for services?	
THIS ITEM DID NOT EXIST IN 2009	E4. What is your overall satisfaction with your Contractor's provider enrollment activities?	Noted in the Other remarks Section A #4
E8. We are interested in any general comments you have about [Contractor Name]'s handling of Provider Enrollment activities. In what ways (if any) do you think this service could be improved	E5. We are interested in any general comments you have about [CONTRACTOR]'s handling of provider enrollment activities. In what ways (if any) do you think this service could be improved?	BF suggest that questions remain the same; DPRE agrees with BF recommendation
Other Remarks Provided by Business Function with 2010 Section E:		
No Additional Remarks Provided by Business Function		
2010 SECTION-LEVEL BURDEN: 1.9 minutes (4 questions; 7 items, plus 1 open ended question)		

Medicare Contractor Provider Satisfaction Survey

2009 - 2010 MCPSS Question Crosswalk		
2009 Section F: Medical Review	2010 Section F: Medical Review	Business Function Revisions /DPRE Recommendations
F1. The clarity of the notification (letter, phone call, etc.) from your Contractor that your claims were selected for Medical Review	F2a. The clarity of the notification (letter, phone call, etc.) from your Contractor that your claims were selected for medical review?	BF suggest that questions remain the same; DPRE agrees with BF recommendation Slight revision to item F2f to improve readability
F2. The clarity of the explanations of your Contractor's Medical Review decision	F2b. The clarity of the explanations of your Contractor's medical review decisions?	
F3. Receiving timely local Medical Review policy changes and updates that affect your organization from your Contractor	F2c. Receiving timely local medical review policy changes and updates that affect your practice or facility from your Contractor?	
F4. The follow through that your Contractor provided after Medical Review	F2d. The follow through that your Contractor provided after medical review decisions?	
F5. The knowledge of your Contractor's Medical Reviewers	F2e. The knowledge of your Contractor's medical reviewers?	
F6. How well your Contractor makes an effort to make things easy and as fair as possible for you	F2f. How well your Contractor makes an effort to make things as easy as possible for your medical review?	
F7. The consistency of your Contractor's Medical Review decisions and answers to your questions	F2g. The consistency of your Contractor's medical review decisions and answers to your questions?	
F8. Professionalism and courtesy of your Contractor's representatives throughout the medical review process	F2h. The professionalism and courtesy of your Contractor's representatives throughout the medical review process?	
THIS ITEM DID NOT EXIST IN 2009	F3. What is your overall satisfaction with your Contractor's medical review activities?	Noted in the Other remarks Section A #4
F9. We are interested in any general comments you have about [Contractor Name]'s handling of Medical Review activities. In what ways (if any) do you think this service could be improved	F4. We are interested in any general comments you have about [CONTRACTOR]'s handling of medical review activities. In what ways (if any) do you think this service could be improved?	BF suggest that questions remain the same; DPRE agrees with BF recommendation
Other Remarks Provided by Business Function with 2010 Section F:		
No Additional Remarks Provided by Business Function		
2010 SECTION-LEVEL BURDEN: 2.3 minutes (3 questions; 9 items, plus 1 open ended question)		

Medicare Contractor Provider Satisfaction Survey

2009 - 2010 MCPSS Question Crosswalk		
2009 Section G: Provider Audit & Reimbursement	2010 Section G: Provider Audit & Reimbursement	Business Function Revisions /DPRE Recommendations
G1. Availability of timely updates from your Contractor on Medicare policy (regulations, manuals and other instructions) that affect provider Audit and Reimbursement	G2a. The availability of timely updates from your Contractor on Medicare policy (regulations, manuals and other instructions) that affect provider audit and reimbursement?	BF suggest that questions remain the same; DPRE has no further recommendations Slight revision to item G2c to improve readability
G2. The professionalism and courtesy of your Contractor representatives throughout the Provider Audit and Reimbursement activities	G2b. The professionalism and courtesy of your Contractor's representatives throughout all provider audit and reimbursement activities?	
G3. How well your Contractor makes an effort to make things easy and as fair as possible for you during Cost Report settlement activities	G2c. How well your Contractor makes an effort to make things as easy as possible for you during cost report settlement activities?	
G4. Your Contractor's interpretations of CMS' rules for Cost Report and payment policies	G2d. Your Contractor's interpretations of CMS' rules for cost report and payment policies?	
G5. The knowledge of your Contractor's Cost Report Auditors	G2e. The knowledge of your Contractor's cost report auditors?	
G6. The timeliness of your Contractor's audit of your Cost Report, if one is conducted, and the final settlement	G2f. The timeliness of your Contractor's audit of your cost report?	Suggest the split of 2009 question into to separate questions since audits take a longer time where settlements themselves are mostly completed within 12 months of receipt of the cost report
	G2g. The timeliness of your Contractor's settlement of your cost report?	
G7. The overall communication between you and your Contractor about adjustments and Cost Reports/ Cost Report Audit	G2h. The overall communication between you and your Contractor about adjustments and cost reports/cost report audits?	BF suggest that questions remain the same; DPRE has no further recommendations
G8. The clarity of your Contractor's instructions for the process of requesting a review and adjustment to your Interim Payments	G2i. The clarity of your Contractor's instructions for the process of requesting a review and adjustment to your interim payments?	
G9. The reasonableness of your Contractor's requests 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 documents	G2j. The reasonableness of your Contractor's requests during its 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 documents?	
G10. The clarity of your Contractor's explanations for decisions about your interim payments	G2k. The clarity of your Contractor's explanations for decisions about adjustments to your interim payments?	
G11. The timeliness of your Contractor's decisions about adjustments to your interim payments	G2l. The timeliness of your Contractor's decisions about adjustments to your interim payments?	
THIS ITEM DID NOT EXIST IN 2009	G2m. The overall performance of your Contractor's provider audit and reimbursement activities?	
G12. We are interested in any general comments you have about [Contractor Name]'s handling of Provider Audit and Reimbursement activities. In what ways (if any) do you think this service could be improved	G3. We are interested in any general comments you have about [CONTRACTOR]'s handling of provider audit and reimbursement activities. In what ways (if any) do you think this service could be improved?	
Other Remarks Provided by Business Function with 2010 Section G:		
No Additional Remarks Provided by Business Function		
2010 SECTION-LEVEL BURDEN: 3.1 minutes (2 questions; 13 items, plus 1 open ended question)		

Medicare Contractor Provider Satisfaction Survey

2009 - 2010 MCPSS Question Crosswalk	
Before Total # Items	After BF Revisions Total # Items
2009 Introductory section: 2 items	2010 Introductory section: 5 items
2009 Section A: 11 items + 1 optional open ended question	2010 Section A: 10 items + 1 open ended question
2009 Section B: 13 items + 1 optional open ended question	2010 Section B: 21 items + 1 open ended question
	Also requesting up to 3 additional items in support of emerging issues (if needed)
2009 Section C: 8 items + 1 optional open ended question	2010 Section C: 8 items + 1 open ended question
2009 Section D: 6 items + 1 optional open ended question	2010 Section D: 8 items + 1 open ended question
2009 Section E: 8 items + 1 optional open ended question	2010 Section E: 7 items + 1 open ended question
2009 Section F: 9 items + 1 optional open ended question	2010 Section F: 9 items + 1 open ended question
2009 Section G: 12 items + 1 optional open ended question	2010 Section G: 13 items + 1 open ended question
2009 Total Questions: 69 items + 7 open ended questions	2010 Total Questions: 84 items + 7 open ended questions
Total <u>Approved</u> Avg. Survey Time: 22 minutes	Total <u>Requested</u> Avg. Survey Time: 20.3 minutes
The <u>actual</u> average survey time was 16.4 minutes and the screener was 3.5 minutes, for a total of approximately 20 minutes for the telephone administration.	Screener telephone interview is estimated at 4 minutes for a Total of 24.3 minutes . (Refer to Section B, Table 1: Time Burden per Survey Section)

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