

CMS Response to the Office of Management and Budget Review

Priority ICR: 0938-0915 – Medicare Contractor Provider Satisfaction Survey (MCPSS)

CMS-10097

1. Please remove the reference to CIPSEA on page 8—this law does not apply to this collection.

This is referring to the Supporting Statement, Section B. Justification; section B-3 Use of Information Technology, page 8, 2nd full sentence at top of page. The following two sentences at the top of the page have been deleted:

“The tool also allows the suppression of small cells of information to ensure respondent confidentiality. This suppression allows the MCPSS to maintain compliance with the Confidential Information Protection and Statistical Efficiency Act (CIPSEA).”

2. Has any pretesting been conducted on the proposed new items? If so, is there a report available?

CMS has provided in the collection package a “Summary of Changes in the 2010 MCPSS Instrument” document. This document provides CMS’ rationale for changes to the MCPSS instrument (see attached).

Due to the minimal nature of the changes, it was determined that pre testing of the proposed new items was not necessary. Internal review and analysis of the proposed new items was performed but no written report was prepared, rather, the rationale for the changes is included in the “Summary of Changes in the 2010 MCPSS” document included in this package.

3. Please include the response rate for the most recent round of this survey in Part C-3 of your supporting statement.

This is referring to the Supporting Statement, Section C. Collection of Information Employing Statistical Methods; section C-3 Methods to Maximize Response Rates and Deal with Non-response, page 8. The following sentence has been inserted into the first paragraph on page 8:

“The 2009 MCPSS concluded with a final response rate of 70 percent.”

4. Please provide copies of the cover letters and e-mails provided to respondents.

See attached seven correspondence documents:

- CMS Letter 2009 MCPSS – Survey Invitation #1
- CMS Letter 2009 MCPSS – Survey Invitation #2
- CMS Letter MCPSS – Thank You #3
- MCPSS Memo to Administrator
- General Fact Sheet
- Summary Statement for Administrator Signature
- MCPSS 2009 Postcard Reminder

5. On page 5 of Part C of your supporting statement, there is reference to adding questions on “emerging topics.” Please provide any new items that you want to include in this ICR.

This is referring to the Supporting Statement, Section C. Collection of Information Employing Statistical Methods; section C-2.2, page5, last paragraph of that section.

One such question is included in this submission package; see question B7. “How often do you use the Medicare Learning Network (MLN) products and services?”

As such, CMS requests approval for only the possible addition of two additional questions. The questions will be worded as follows, “In the last 12 months/since (date), how satisfied have you been with CMS’ educational and outreach efforts on (insert topic here)?” Due to changing initiatives, often driven by new legislation, CMS requests the flexibility of determining the specific topic in accordance with priorities of the survey year. Specifically, for survey year 2010, CMS requests to insert the topic of “preventive services” to this question.

6. Please provide a breakdown of the costs of this survey program noted in B-14 by major category, e.g., design, data collection, reporting, etc.

As noted in B-14, Cost to the Federal Government, the cost breakdown by major categories of the \$1.78 million in 2009 is as follows:

- | | | |
|------------------------|-----|--------------|
| • Rollout and Outreach | 5% | .09 million |
| • Design | 5% | .09 million |
| • Data Collection | 80% | 1.42 million |
| • Reporting | 10% | .18 million |

7. Please provide the specific URL to the public reports in B-16 of your supporting statement.

This is referring to the Supporting Statement, Section B. Justification; section B-16 Publication/Tabulation Dates, page 13. The following sentence has been revised to read:

10/23/09

“This report is made available through the survey contractor’s website <https://www.mcpsstudy.org/default.asp> and the CMS website <https://www.cms.hhs.gov/mcpss>.”

8. Please provide a response to the current terms of clearance: “This ICR is approved consistent with CMS memos of 12/3/08 and 12/9/08. Per the 12/3/08 memo, CMS agrees to print the OMB control number expiration date on all survey instruments. Per the 12/9/08 memo, CMS agrees to provide cell sizes and standard error information in the public reports, as CMS currently does for the contractor reports. This information will aid the public in interpreting the results.”

The OMB control number and expiration date will continue to be printed on all MCPSS survey instruments. CMS will insure that information on cell sizes and standard errors will be provided in the MCPSS public reports.