

INSTRUCTIONS FOR CONTRACTOR LETTER

The Centers for Medicare & Medicaid Services is preparing to implement the 2010 Medicare Contractor Provider Satisfaction Survey (MCPSS).

Attached is a template of the Contractor letter that will be sent to providers sampled for the MCPSS. Please customize the letter based on specific services that you provide. Please use the following guidelines when customizing the letter:

- Add one short paragraph about the services you provide where indicated;
- Limit the total length of the letter to **one page**;
- Print the letter on your organization's letterhead;
- Obtain the signature of a senior official from your organization on the letter; and
- Send SciMetrika one camera ready copy of the letter within two weeks of receipt of this notification.

Send an electronic copy of the camera ready letter by e-mail to MCPSS@scimetrika.com. If you have any questions or concerns, please call us at 1-800-835-7012 or send an e-mail to MCPSS@scimetrika.com.

TEMPLATE FOR CONTRACTOR LETTER

Dear Medicare Provider,

The Centers for Medicare & Medicaid Services (CMS) is conducting the Medicare Contractor Provider Satisfaction Survey (MCPSS). The purpose of the MCPSS is to measure your satisfaction with the services we at {Medicare Contractor} provide to you, specifically in the areas of {provider inquiries, provider outreach & education, claims processing, appeals, provider enrollment, medical review and provider reimbursement}.

{Please use the space provided below to customize the letter based on specific services provided}.

We know that your time is valuable and greatly appreciate your willingness to participate in this very important survey. CMS plans to use the results to measure how well we provide services to Medicare providers. 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, practice, or facility. We will not provide information that identifies you or your practice or facility to anyone outside the study team, except as required by law. The results of the study will help us improve the services we provide you.

You can access and submit the survey on a secure Internet web site: www.mcpsstudy.org. If you have any questions, please call [1-800-835-7012](tel:1-800-835-7012) or send an e-mail to MCPSS@scimetrika.com. Thank you in advance for your participation.

Sincerely,

Contractor Representative