

Revisions to the 2014 Award Fee Provider Survey

1. Burden changes: The change in burden is very slight - from 100 hours in 2010 to 102 hours in 2014. This is the result of a more precise burden calculation and requirement to survey 102 respondents per month (past inventories may have rounded to 100).
2. Survey question changes: The collection is comprised of a 4-question customer satisfaction survey. The survey instruments have some minor changes compared to each other due to the fact that the contracting vendor administering the survey is changing and each has its own administering conventions, but there are no changes in the substantive nature of the questions themselves.

- a. For example, the introductory phrase "Would you say you were..." is included in the 2014 version but was not used in the previous version.
- b. Question 4 has a minor wording difference.

Current version:

All things considered, how satisfied were you with the customer service support provided by XXX (Humana/HealthNet/United Healthcare/International SOS)? Examples of customer service support are your ease and ability to reach the contractor and timely and professional services. Would you say you were...

Completely dissatisfied	1
Very dissatisfied	2
Somewhat dissatisfied	3
Somewhat satisfied	4
Very satisfied, or	5
Completely satisfied	6
(Don't Read) Not applicable	0
(Don't Read) No Response	99

Previous version:

All insurance companies considered, how satisfied are you with [Contractor X's] overall support within your practice for TRICARE beneficiaries?

Completely Dissatisfied	1
Very Dissatisfied	2
Somewhat Dissatisfied	3
Somewhat Satisfied	4
Very Satisfied	5
Completely Satisfied	6
NOT APPLICABLE/NO RESPONSE	

- c. The greetings used by the two survey vary as well.

Current version:

Hello, My name is _____ calling from Deloitte/Zogby International, an international research company conducting a survey on behalf of the Department of Defense TRICARE Program. May I please speak with (Rank, Mr. or Ms. and Name on Sample)? (IF LESS THAN 18 YEARS OLD: "the parent or guardian of (name on list)")?

YES On line ☐ Go to B.

Not available ☐ “Do you know when (Rank, Mr. or Ms. and Name) will be available?” If no time is given or they don’t know, then “Thank you for your time. I will call back later.”

If a time is given, then “Thank you for your time. I will call back then.”

- No such person ☐ Thank you and terminate the interview
- Refused ☐ Thank you and terminate the interview

Previous version:

Hello, I’m _____ calling from Zogby International, a research company conducting a survey for the Department of Defense TRICARE Program.

May I speak with (Title & Last Name (provider or office manager)?)

Yes ☐ CONTINUE

No one here by that name/ Wrong number ☐ END

Not available right now/ Not a good time ☐ DISPOSITION FOR APPOINTMENT

IF NEEDED:

What is this about?

We are conducting a short survey to find out how satisfied TRICARE providers are with the administrative processes and services provided by the managed care support contractors (MCSC). Let me assure you that I am not selling anything. May I speak with (Title & Last Name /)?

What is the TRICARE Program?

TRICARE is the Office of the Department of Defense that manages health care for the military services.

How did you get (my/his/her) name?

The TRICARE program sends us a list of civilian network providers who have submitted a claim for healthcare in one of the TRICARE CONUS regions.

Name now on telephone:

Hello, I’m _____ calling from Zogby International, a research company conducting a survey for the Department of Defense TRICARE Program.

d. Privacy statements:

Current version:

Any information you provide is protected under the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act of 1996, the OMB control number is 0720-0048; expiration date 4/30/2014. Your identity will not be released for any reason. Answering is voluntary; you may ask to skip any questions with which you are not comfortable, and you can stop the survey at any time.

Previous version:

According to the Privacy Act of 1974, the Department of Defense is required to inform you of the purposes and use of this survey. The survey aims to provide regional Administrative Contracting Officers (ACOs) with information on provider-use satisfaction with the administrative processes/ services of managed care support contractors (MCSC). Answering the questions is voluntary, and you may ask to skip any question that you do not want to answer and you can stop at any time. There is no penalty if you choose not to be in the survey. Your participation in this survey effort is very important. Your responses will be protected to the extent provided by law. However, maximum participation is encouraged so that data will be as complete and representative as possible.