

**Supporting Statement A for the QIC Demonstration
Evaluation Contractor (QDEC): Analyze Medicare
Appeals to Conduct Formal Discussions and
Reopenings with DME Suppliers and Part A
Providers**

(CMS-10633/OMB control number: 0938-1348)

**Attachment D: Screenshots of DME Survey
Instrument**

June 1, 2020

Centers for Medicare & Medicaid Services

Center for Medicare (CM)

Medicare Enrollment and Appeals Group (MEAG)

Division of Appeals Operations (DAO)

7500 Security Boulevard

Baltimore, MD 21244



CMS is conducting a Formal Telephone Discussion Demonstration with Durable Medical Equipment (DME) Suppliers that submit Medicare Fee-For-Service claims.

As part of the Demonstration, CMS is assessing supplier experiences with the formal telephone discussion conducted by the DME Qualified Independent Contractor, MAXIMUS (the QIC).

*** Starting in September 2019, CMS contracted with MAXIMUS to conduct telephone discussions under the Demonstration. Please reflect on your experience with MAXIMUS and not previous contractors.***

Our records show that you participated in a formal telephone discussion on April 24, 2020 related to one or more pending DME claims. To help improve the Demonstration, please take 10 minutes to provide CMS feedback on your recent experience.

Considering your participation in the formal telephone discussion that occurred on **April 24, 2020**, please tell us whether you agree or disagree with each of the following statements.

1a. The QIC clearly explained why the claim was originally denied by the Medicare Appeals Contractor (MAC).

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

1b. The QIC clearly explained Medicare *requirements* that apply to the claims.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

1c. The QIC clearly explained Medicare *policies* that apply to the claims.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

1d. The QIC identified additional documentation needed for the reconsideration review or stated that no further documentation was needed.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

1e. The information given by the QIC helps me or my company to submit more complete or accurate claims.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

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Progress  10%

2. How satisfied were you with the formal telephone discussion experience overall?

- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied

3. Did the QIC provide enough information *before* the discussion so that you could adequately prepare?

- Yes
- No
- Not Sure

3a. What information from the QIC would have been useful to help you prepare for the formal telephone discussion?

Please type your answer in the box below.

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Progress  21%

Considering your experience with the formal telephone discussion that occurred on **April 24, 2020**, please tell us whether you agree or disagree with each of the following statements.

4a. The formal telephone discussion provided adequate opportunity to give verbal testimony in support of the case.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

4b. The formal telephone discussion process is better than the traditional on-the-record review process.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree





Progress  46%

Please tell us how satisfied you were with each of the following aspects of the formal telephone discussion that took place on **April 24, 2020**.

5a. Timeliness of communication from the QIC about scheduling the formal discussion.

- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied

5b. The QIC's knowledge of CMS regulations applicable to the claim under formal telephone discussion.

- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied

5c. The way the QIC listened to you during the formal telephone discussion.

- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied

5d. The professionalism of the QIC in handling the formal telephone discussion process.

- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied

5e. Timeliness of communication from the QIC about the outcomes of the formal telephone discussion.

- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied

5f. Thoroughness of communication from the QIC regarding the formal telephone discussion decision letter.

- Very dissatisfied
- Dissatisfied
- Satisfied
- Very satisfied

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Progress  50%

6. Did you find the following aspects of the formal telephone discussion beneficial?

	Beneficial	Not Beneficial
Opportunity to present verbal testimony	<input type="radio"/>	<input type="radio"/>
Opportunity to learn more about Medicare policies and requirements applicable to the case	<input type="radio"/>	<input type="radio"/>
Opportunity to provide additional documentation	<input type="radio"/>	<input type="radio"/>
Speed of resolving the case compared to going through the Office of Medicare Hearings and Appeals (OMHA) process	<input type="radio"/>	<input type="radio"/>

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Progress  57%

7. During or after your formal telephone discussion on **April 24, 2020**, did the QIC offer to reopen any cases that are currently pending at the Office of Medicare Hearings and Appeals (OMHA)?

- Yes
- No
- Not Sure

7a. Did you participate in the reopening?

- Yes
- No
- Not Sure





Progress  78%

Considering your experience with the **reopenings process** that accompanied your formal telephone discussion on **April 24, 2020**, please tell us whether you agree or disagree with each of the following statements.

8a. The QIC clearly explained how the reopenings process works.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

8b. The QIC provided a list of documents necessary to reopen the case(s).

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

8c. The time provided to submit necessary documentation for the reopened case(s) (14 days) was adequate.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

8d. If you answered strongly disagree or disagree, enter the number of days you feel would be adequate.

days

8e. Please tell us what about the reopenings process could be improved. Please type your answer in the box below.



Progress  82%

9. How likely is it that you would recommend participating in a formal discussion to other DME suppliers?

Not at all Likely	1	2	3	4	Neutral	5	6	7	8	9	Extremely Likely
0											10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Progress  85%

10. How likely is it that you would participate in *another* formal discussion?

Not at all Likely 0	1	2	3	4	Neutral 5	6	7	8	9	Extremely Likely 10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Progress  89%

11. Please tell us what about the formal discussions process could be improved.

Please type your answer in the box below.

<<< >>>



Progress  92%

12. Have you made changes to your billing and documentation practices after participating in the formal telephone discussion?

- Yes
- No
- Not Sure

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12a. Please describe the changes you made to billing and documentation practices after participating in the formal telephone discussion.

Please type your answer in the box below.

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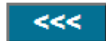
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Progress  100%

13. Do you have any other comments about the formal telephone discussion process, reopenings process, or this survey itself?

Please type your answer in the box below.





Progress  100%

Thank you very much for your feedback. The survey is complete. If you have any questions, please contact us at dme-discussions@impaqint.com.

Please remember to hit submit to save your answers.

PRA Disclosure Statement: 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 **0938-1348**, **Expiration Date: January 31, 2021**.

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