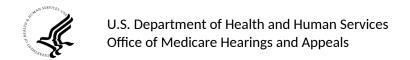
Appendix B3. Appellant Climate Survey-Mail (English)



Instructions

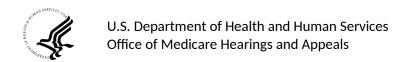
Mark your response to each question by checking the related box or circling your answer choice. If you do not have an answer, you may leave it blank.

In the questions that follow, "OMHA" refers to the Office of Medicare Hearings and Appeals.

Section I. Hearings History	Ţ
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occuon i. mearings instory	
1. Approximately how many OMHA hearings ha ☐ 0	ave you participated in during the last 12 months?
□ 2 to 10	
☐ More than 10	
Please respond to the survey questions based	on your most recent hearing experience with OMHA.
2a. Approximately, when was your most recent	: hearing? Month Year
2b. Do you recall the office that heard this c	ase?
☐ Albuquerque ☐ Arlington ☐ Atlanta ☐ Cleveland ☐ Denver ☐ Irvine	☐ Kansas City ☐ Miami ☐ New Orleans ☐ Phoenix ☐ Seattle
 3. Which of the following best describes your relat The appellant Employee of the appellant Appellant's authorized or appointed represed Other. Please specify: 	ntative
Section II. Overall Experience	
4. Independent of the judge's decision, to what ex case fully heard and considered?	tent do you think you were given the opportunity to have your
 □ Very great extent □ Great extent □ Some extent □ Very little extent □ Not heard and considered at all 	
According to the Paperwork Reduction Act of 199	95, 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 0990-0330. The time required to complete this information collection is estimated to average 11 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave. SW, Suite 537-H, Washington DC 20201, Attention: PRA Reports Clearance Officer.



5.	Next, think about the entire process of working with OMHA, from requesting a hearing up to receiving a final decision. Regardless of the outcome of that decision, how satisfied were you with the process of working with OMHA overall?
	 □ Very satisfied □ Satisfied □ Neither satisfied nor dissatisfied □ Dissatisfied □ Very dissatisfied
	How satisfied were you with the professionalism of OMHA staff when they assisted you with the hearing occess?
	 □ Very satisfied □ Satisfied □ Neither satisfied nor dissatisfied □ Dissatisfied □ Very dissatisfied
S	ection III. Hard Copy, Internet, and Phone Information
Yo	ou may have received some documents during the appeals process.
7a	a. [SKIP IN NON-BENEFICIARY VERSION] First, is the Notice of Nondiscrimination (Form OMHA – 001). This document included instructions in a variety of languages on how to obtain free aid and services for people with disabilities and how to obtain free language services. Did you receive this document? Yes No
7b	D. The [next document] /[first document] is the Index of the Administrative Record (Form-156) or Exhibit List. How satisfied were you with how clearly it listed all the documents admitted to the administrative record and was organized? □ Very satisfied □ Satisfied □ Neither satisfied nor dissatisfied □ Dissatisfied □ Very dissatisfied □ Didn't receive
8.	Have you used the online Administrative Law Judge Appeal Status Information System, or AASIS? This feature of the OMHA website allows you to look up the status of appeals you have filed with OMHA. ☐ Yes (answer Question 9) ☐ No (skip to Question 10)

9.	How	satisfied are you with AASIS's capability to provide accurate updates of your appeal?
		Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied Please explain why you were dissatisfied in the lines provided below.
	No No No Ye	
11. W	/hat s	suggestions do you have for improving the OMHA website?
] Yes	u ever use the beneficiary or national toll-free helplines to contact OMHA? (answer Question 13) (continue to Question 14)
13. H	ow s	atisfied were you with the customer service provided by OMHA through the toll-free helpline?
	Sat Nei Dis	ry satisfied isfied ther satisfied nor dissatisfied satisfied ry dissatisfied

Section IV. Experience Scheduling Your Hearing

14. There were four different phases of the scheduling process (listed below), starting with your initial request for a hearing, up to when you actually participated in the hearing and received the Judge's decision. Please rate your level of satisfaction with each phase.

Phases of the Scheduling Process	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
The timeframe between filing your request for a hearing and when you were notified that your case had been assigned to a Judge					
The amount of time you waited after the appeal was assigned until your hearing was scheduled					
The timeframe after the hearing was scheduled but before it was held					
The timeframe between the hearing and receiving a decision					
□ Satisfied □ Neither satisfied nor dissati □ Dissatisfied □ Very dissatisfied □ F		iin why you	were dissatisfic	ed in the lines	provided below.
16. After your hearing was schedule ☐ Yes (answer Questions 17 and ☐ No (continue to Question 19)	l 18)	er resched	uled?		
17. Did you request the hearing to l hearing.	oe reschedu	uled or did	the Judge chang	ge the time an	d/or place of the
☐ You requested a resched☐ The Judge changed the t	-	_	e originally sch	eduled hearing	g.



☐ Both parties requested the hearing be rescheduled and/or change in time and/or place at least one time 18. How satisfied were you with the rescheduling process?
□ Very satisfied □ Satisfied □ Neither satisfied nor dissatisfied □ Dissatisfied □ Very dissatisfied
Section V. Interaction with OMHA Between Scheduling and Hearing
19. Did you have any interaction with OMHA staff after the hearing was scheduled, but before the hearing was conducted?☐ Yes☐ No (continue to Question 22)
 20. What was the purpose of the interaction between you and OMHA staff [please check all that apply]? a. Submit evidence or other documents b. Request a copy of the administrative record c. Discuss procedural matters d. Get general questions about the hearing process answered e. Other. Please specify:
21. During the period after the hearing was scheduled but before it was held, how satisfied were you with your interaction with OMHA staff overall?
 □ Very satisfied □ Satisfied □ Neither satisfied nor dissatisfied □ Dissatisfied □ Very dissatisfied



Section VI. Telephone Hearing

Next are questions about your telephone hearing.

22.	2. Overall, how satisfied were you with the use of the telephone [PRINT "VIDEO CONFERENCING" WHEN APPLICABLE] to conduct your hearing(s)?		
	 □ Very satisfied □ Satisfied □ Neither satisfied nor dissatisfied □ Dissatisfied □ Very dissatisfied □ Very dissatisfied 		
Se	ection VII. Final Questions		
23.	Regardless of the Judge's decision, how satisfied were you with the interaction you had with the Judge?		
	 □ Very satisfied □ Satisfied □ Neither satisfied nor dissatisfied □ Dissatisfied □ Very dissatisfied 		

the final outcome and reasoning behind the Judge's deci		/ clearly	the deci	sion expl	aıne
 □ Very satisfied □ Satisfied □ Neither satisfied nor dissatisfied □ Dissatisfied □ Very dissatisfied 					
Regardless of the Judge's decisions, please respond to the during your hearing(s) experience.	ie followin	g staten	nents ab	out the J	udg
			Some-		
	Always	Often	times	Never	
The Judge clearly understood the issue(s) in my case(s).					
The Judge was professional.					
The Judge was an effective listener.					
. The Judge was prepared.					
. The Judge conducted an orderly hearing(s).					
improvement?					

Section VIII. Final Questions for Non-Beneficiaries Only

As part of a broader effort to improve the Medicare appeals process, OMHA has offered alternative methods instead of the hearing process to seek review of appeals. The next questions describe one of OMHA's Special Initiatives.

27.	OMHA's Settlement Conference Facilitation (SCF) program is an alternative dispute resolution process at OMHA that gives certain providers and suppliers an opportunity to resolve their eligible Part A and Part B appeals through mediation with the Centers for Medicare & Medicaid Services (CMS). Are you aware of this program? Yes (answer Question 28) No (This is your last question)
	28. Have you participated in the Settlement Conference Facilitation program? ☐ Yes (answer Question 29) ☐ No (This is your last question)
	29. How satisfied were you with your settlement conference experience?
	 □ Very satisfied □ Satisfied □ Neither satisfied nor dissatisfied □ Dissatisfied □ Very dissatisfied
th	nank you for taking the time to respond to this survey. If you would like to make a comment about is survey or confirm that it meets the necessary requirements as a valid information collection tool or the Paperwork Reduction Act, please contact the OMHA Survey Team at 1-866-207-4466.
Us	se the postage-paid return envelope to return this survey or mail it to: 2M Research ATTN: OMHA Survey 1521 N. Cooper St., Suite 600 Arlington, TX 76011