

Appendix B5.
Appellant Climate Survey-Web
English



Instructions

Click the response that most closely describes your answer to each question. 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

1. Approximately how many OMHA hearings have you participated in during the last 12 months?

- ☐ 0
- ☐ 1
- ☐ 2 to 10
- ☐ More than 10

1b. Please respond to the survey questions based on **your most recent hearing** experience with OMHA over the last 12 months.

When answering these questions, think of the last hearing you participated in, which we show as [DATE] in the [FIELD OFFICE]. Is that correct? [IF NO, THEN ASK]

2a. Approximately when was the last hearing you participated in? Month _____ Year _____

2b. Do you recall the office that heard this case?

- Albuquerque
- Arlington
- Atlanta
- Cleveland
- Denver
- Irvine
- Kansas City
- Miami
- New Orleans
- Phoenix
- Seattle

3. Which of the following best describes your relationship to the appellant?

- ☐ The appellant
- ☐ Employee of the appellant
- ☐ Appellant's authorized or appointed representative
- ☐ Other. Please specify:

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 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.



Section II. Overall Experience

4. Independent of the judge's decision, to what extent do you think you were given the opportunity to have your case fully heard and considered?
- ☐ Very great extent
 - ☐ Great extent
 - ☐ Some extent
 - ☐ Very little extent
 - ☐ Not heard and considered at all
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
6. How satisfied were you with the professionalism of OMHA staff when they assisted you with the hearing process (from requesting a hearing up to receiving a final decision)?
- ☐ Very satisfied
 - ☐ Satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Dissatisfied
 - ☐ Very dissatisfied

Section III. Request for Hearing

You may have requested a hearing by downloading, printing, and mailing or faxing Form OMHA-100—Request for an Administrative Law Judge Hearing. Or, you may have created an account and requested an appeal using the OMHA e-Appeal portal or website which allows you to fill in the form online. In some cases, you may request an appeal by phone.

7. Which of these methods did you use to request a hearing?
- ☐ Mail **[ASK QUESTION 8]**
 - ☐ OMHA e-Appeal Portal or website **[ASK QUESTION 8]**
 - ☐ Phone **[GO TO QUESTION 9]**
 - ☐ Fax **[ASK QUESTION 8]**
8. Did you use form OMHA-100? That form is called a Request for an Administrative Law Judge Hearing.
- ☐ Yes
 - ☐ No
- 8a. How satisfied were you with the clarity of the form you filled out?



- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

9. How satisfied were you with your experience using [DISPLAY ANSWER FROM QUESTION 7] to request a hearing?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

[SKIP TO Q11A]

10. [IF ANSWER TO Q9=D OR E, THEN ASK] Why were you dissatisfied?

[GO TO Q11A]

Section IV. Communications and Web Tools

11a. [SKIP IF NON-BENEFICIARY] When you received written notification of your scheduled hearing, it may have included a "Notice of Nondiscrimination". 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
- ☐ Don't know

11b. [Another/A] document you should have received 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 with its organization?"

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Didn't receive
- ☐ Don't know



12. OMHA offers two online tools that allow you to look up the status of the appeals you have filed. The first is the Administrative Law Judge Appeal Status Information System abbreviated as AASIS. The second is the OMHA e-Appeal Portal. Have you used either of these tools to look up the status of your appeal?

- ☐ Yes
- ☐ No **[GO TO Q17]**

13. **[IF ANSWER TO PRIOR QUESTION IS A]** Which tool did you use to check the status of your appeal?

- ☐ AASIS **[GO TO 17]**
- ☐ OMHA e-Appeal Portal
- ☐ Both

14a. **[IF ANSWER TO Q13 IS B OR C]** How satisfied are you with **[OMHA E-APPEAL PORTAL]**'s capability to provide updates on your appeal?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

14B. [IF ANSWER TO Q14A=D OR E, THEN ASK] Why were you dissatisfied?

15. **[IF ANSWER TO Q13 IS B OR C]** Did you use the OMHA e-Appeal Portal to upload documents after the appeal was assigned to a Judge?

- ☐ Yes
- ☐ No **[GO TO Q17]**

16. How satisfied are you with using the e-Appeal Portal to electronically upload documents?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

16A. [IF ANSWER TO Q16=D OR E, THEN ASK] Why were you dissatisfied?

17. Have you accessed OMHA's website?

- ☐ No, I did not try
- ☐ No, I do not have access to a computer and/or the Internet



- ☐ No, I tried to but could not find it
- ☐ Yes **[GO TO QUESTION 18]**

18. **[IF 17D, THEN]** Do you have any suggestions for improving the OMHA website?

19. Did you ever use the beneficiary or national toll-free helplines to contact OMHA?

- ☐ Yes **[GO TO Q20]**
- ☐ No **[GO TO Q21]**

20. How satisfied were you with the customer service provided by OMHA through the toll-free helpline?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

Section V. Experience Scheduling Your Hearing

21. 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	☐	☐	☐	☐	☐

22. Overall, how satisfied were you with the entire process to schedule the Judge's hearing(s)?

- ☐ Very satisfied
- ☐ Satisfied



SKIP TO Q24



- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

23. Please explain why you were dissatisfied in the space provided below.

24. After your hearing was scheduled, was it ever rescheduled?

- ☐ Yes **[SKIP TO Q24A AND 24B]**
- ☐ No **[GO TO Q25]**

24A. Did you request the hearing to be rescheduled or did the Judge change the time and/or place of the hearing.

- ☐ You requested a rescheduling of the hearing.
- ☐ The Judge changed the time and/or place of the originally scheduled hearing.
- ☐ Both parties requested the hearing be rescheduled and/or change in time and/or place at least one time

24B. How satisfied were you with the rescheduling process?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

Section VI. Interaction with OMHA Between Scheduling and Hearing

25. Did you have any interaction with OMHA staff after the hearing was scheduled, but before the hearing was conducted?

- ☐ Yes
- ☐ No **[SKIP TO Q29]**

26. 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:

27. 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

28. Please explain why your interaction was less than helpful in the space provided below.

Section VII. Telephone Hearing

Next are questions about your telephone hearing.

29. What type of hearing did you have?

- ☐ Telephone
- ☐ Video

30. Overall, how satisfied were you with the **[USE OF TELEPHONE/USE OF VIDEO]** to conduct your hearing(s)?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

SKIP TO Q31

30a. Please explain why you were dissatisfied in the space provided below.

31. [Beneficiaries only and question 29 is a] Were you offered the option of a video hearing?

- ☐ Yes **[GO TO 32]**
- ☐ No **[ASK 31A]**
- ☐ Don't Remember **[ASK 31A]**

31A. If offered, would you have participated in a video hearing?

- ☐ Yes
- ☐ No

Section VIII. Final Questions

32. 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

33. Regardless of the judge's decision, how satisfied were you with how clearly the decision explained the final outcome and reasoning behind the Judge's decision?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

34. Regardless of the Judge's decisions, please respond to the following statements about the Judge during your hearing(s) experience.

	Always	Often	Some- times	Never
a. The Judge clearly stated the relevant issue(s) in my case(s).	☐	☐	☐	☐
b. The Judge was professional.	☐	☐	☐	☐
c. The Judge was an effective listener.	☐	☐	☐	☐
d. The Judge was prepared.	☐	☐	☐	☐
e. The Judge conducted an orderly hearing(s).	☐	☐	☐	☐

35. Based on your experience with the OMHA appeals process, do you have any suggestions for improvement?

END, closing statement ►

These are all the questions we have for you. Thank you very much for taking the time to speak with us. If you would like to make a comment about this survey or confirm that it meets the necessary requirements as a valid information collection tool under the Paperwork Reduction Act, please contact the OMHA Survey Team at (866) 207-4466.



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.

36. 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
☐ No **[SKIP TO CLOSING STATEMENT]**

37. Have you participated in the Settlement Conference Facilitation program?

☐ Yes
☐ No **[SKIP TO CLOSING STATEMENT]**

38. How satisfied were you with your settlement conference facilitation experience?

☐ Very satisfied
☐ Satisfied
☐ Neither satisfied nor dissatisfied
☐ Dissatisfied
☐ Very dissatisfied

Thank you for taking the time to respond to this survey. If you would like to make a comment about this survey or confirm that it meets the necessary requirements as a valid information collection tool under the Paperwork Reduction Act, please contact the OMHA Survey Team at 1-866-207-4466.