

<b>CMS Manual System</b>	<b>Department of Health &amp; Human Services (DHHS)</b>
<b>Pub 100-20 One-Time Notification</b>	<b>Centers for Medicare &amp; Medicaid Services (CMS)</b>
<b>Transmittal 11098</b>	<b>Date: November 10, 2021</b>
	<b>Change Request 12449</b>

**SUBJECT: MAC Customer Experience (MCE) Provider Enrollment Survey Link**

**I. SUMMARY OF CHANGES:** This change request instructs the Medicare Administrative Contractors (MACs) to place the MAC Customer Experience (MCE) survey link and invitation language on provider enrollment approval letters.

**EFFECTIVE DATE: January 13, 2022**

*\*Unless otherwise specified, the effective date is the date of service.*

**IMPLEMENTATION DATE: January 13, 2022**

*Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.*

**II. CHANGES IN MANUAL INSTRUCTIONS:** (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-Only One Per Row.

<b>R/N/D</b>	<b>CHAPTER / SECTION / SUBSECTION / TITLE</b>
N/A	N/A

**III. FUNDING:**

**For Medicare Administrative Contractors (MACs):**

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

**IV. ATTACHMENTS:**

**One Time Notification**

# Attachment - One-Time Notification

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## I. GENERAL INFORMATION

**A. Background:** The Medicare Administrative Contractor (MAC) Customer Experience (MCE) Program consists of several satisfaction surveys presented in different ways (for example, website pop-up, link, etc.) to measure providers' satisfaction with your services.

Using a series of short, targeted surveys, the MCE Program:

- Gives an overall look at providers' experiences and their satisfaction with your services,
- Measures satisfaction with your functional areas, like claims processing, enrollment, and appeals, and
- Allows providers to give feedback to improve your business function services, processes, and procedures

**B. Policy:** Per Section 60.1.1 of the Internet Only Manual (IOM) publication 100-09, chapter 6, MACs must add the business function MCE survey to written forms of communication. We developed survey invitation language to add in identified provider enrollment letters. IOM 100-08, chapter 10, Section 10.7, instructs MACs to send letters to providers when approving an application.

## II. BUSINESS REQUIREMENTS TABLE

*"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.*

Number	Requirement	Responsibility							
		A/B MAC		D M E	Shared- System Maintainers				Other
		A	B		H H H	F M V C	M I C S	V M S	
12449.1	MACs shall add the message below to all Provider Enrollment approval letter templates found in IOM 100-08, chapter 10, Section 10.7:	X	X	X					

Number	Requirement	Responsibility									
		A/B MAC			D M E M A C	Shared- System Maintainers				Other	
		A	B	H H H		F I S S	M C S	V M S	C W F		
	<p>We're looking for ways to improve your experience during the provider enrollment process.</p> <p>Please take a few minutes to share your thoughts with us.</p> <p><i>[add survey link or QR code here]</i></p>										
12449.1.1	MACs shall put this language and the link in the letter in a spot they choose.	X	X	X							
12449.1.1 .1	The MAC Provider Enrollment team shall work with their MCE MAC Division Administrators to develop jurisdictional specific survey links or Quick Response (QR) codes	X	X	X							
12449.1.1 .2	MACs shall offer the survey link or QR code on letters no later than 60 days after the CR is issued.	X	X	X							
12449.1.1 .3	MACs shall wait to place the language and link on enrollment revalidation approval letters until the start of the next revalidation cycle.	X	X	X							
12449.1.2	MACs should add the survey link or QR code on enrollment approval letter emails.	X	X	X							
12449.1.2 .1	MACs shall send a note to mce@cms.hhs.gov no later than 10 days after issuance indicating whether you plan to add the survey link on provider enrollment approval emails.	X	X	X							
12449.1.2 .2	MACs offering the survey link or QR code in emails, shall include it no later than 30 days after CMS issues this change request.	X	X	X							

### III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			D M E D I	C M E D I
		A	B	H H H		
	None					

**IV. SUPPORTING INFORMATION**

**Section A: Recommendations and supporting information associated with listed requirements: N/A**

*"Should" denotes a recommendation.*

X-Ref Requirement Number	Recommendations or other supporting information:

**Section B: All other recommendations and supporting information: N/A**

**V. CONTACTS**

**Pre-Implementation Contact(s):** Alikia Mack, 410-786-4523 or [mce@cms.hhs.gov](mailto:mce@cms.hhs.gov) , David Shellem, 410-786-1837 or [mce@cms.hhs.gov](mailto:mce@cms.hhs.gov)

**Post-Implementation Contact(s):** Contact your Contracting Officer's Representative (COR).

**VI. FUNDING**

**Section A: For Medicare Administrative Contractors (MACs):**

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**ATTACHMENTS: 0**