

## Part C IPM Survey Questions

Contract number:

Contract Name:

Parent Org:

Respondent name:

Respondent role:

The purpose of this survey is to collect feedback from Medicare Part C sponsors selected for improper payment validation. This survey will be used to solicit feedback on CMS outreach, training, and resource materials to determine any areas to enhance or adjust.

### Training Teleconference

**1. Did your organization attend the Calendar Year 2020 Medicare Part C Improper Payment Measure Training Teleconference?**

(radio button options)

- ☐ Yes
- ☐ No

**2. How helpful was the content presented during the CY20 Part C IPM Medicare Advantage Organization Training Teleconference held on Wednesday, January 19, 2022? Please include any suggestions for future conferences in the comment box.**

(radio button options)

- ☐ Not applicable – I did not attend
- ☐ Helpful
- ☐ Not helpful

Comment Box – Suggestions for other topics to include in the conference.

<include text box for response>

**3. Did you find the conference to be effective and suit your organizations' needs? Would you prefer an on-demand training that is recorded and available at your convenience or do you prefer the live event?**

(radio button options)

- ☐ On-demand training
- ☐ Live event
- ☐ Other – Please provide comment

**4. Was the length of the teleconference too long, too short, or about right? If answering 'too long' or 'too short', please enter topics to add, or unnecessary topics in the comment box.**

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(radio button options)

- ☐ Not applicable – I did not attend
- ☐ Too long
- ☐ About right
- ☐ Too short

Comment Box - Suggestions for other topics to add or take away.

<include text box for response>

**5. How helpful were the Frequently Asked Questions (FAQs) document provided to you after the Part C IPM Medicare Advantage Organization Training Teleconference?**

(radio button options)

- ☐ Helpful
- ☐ Not helpful
- ☐ I have not reviewed the FAQs

<include text box for response>

**6. What other topics regarding the Part C IPM process would you like to see materials or content from CMS?**

<include text box for response>

### Part C IPM Communications

**1. How helpful do you find the *communications* regarding the Part C IPM activity (HPMS announcements and emails regarding training opportunities and reference materials, submission deadlines, submission status, and Interim and Final Findings Report availability)? Please provide any relevant comments or context in the text box.**

(radio button options)

- ☐ Helpful
- ☐ Somewhat helpful
- ☐ Not helpful at all

<include text box for response>

**2. Is the number of communications sent regarding the Part C IPM activity too many, not enough, or, about right?**

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(radio button options)

- ☐ Too many
- ☐ About right
- ☐ Not enough

3. **The submission cutoff deadlines for medical records to be included in the Interim Findings Reports (IFRs) were announced at the beginning of the CY20 Part C IPM activity. Did this impact the timing of your plan's medical record submissions?**

(radio button options)

- ☐ Yes
- ☐ No
- ☐ We were unaware of the interim submission cutoff deadlines

<include text box for response>

4. **What other information would you find helpful in Part C IPM communications? Please share ideas/recommendations for improving the quality and delivery method for communications related to the Part C IPM activity.**

<include text box for response>

### Part C Findings Reports

1. **How helpful are the IFRs? Please provide any feedback regarding ease of use, the user reference guide or overall content of the IFR.**

(radio button options)

- ☐ Helpful
- ☐ Somewhat helpful
- ☐ Not helpful at all

**What other information (apart from what is already presented) would you like to be included in the IFRs?**

<include text box for response>

2. **Are the IFRs user friendly?**

(radio button options)

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- ☐ Yes
- ☐ No
- ☐ Neutral

- 3. Does the release schedule and number of IFRs provide sufficient time for your MA contract to respond to feedback on your plan's medical record submissions? For example, the IFRs for the CY20 Part C IPM activity were released on March 10, 2022, and April 14, 2022.**

(radio button options)

- ☐ IFR release dates are too early
- ☐ IFR release dates provide sufficient time to respond to feedback
- ☐ IFR release dates are too late

<include text box for response>

- 4. Do the IFRs help you make informed decisions about what medical records to submit to substantiate pending CMS-Hierarchical Condition Category?**

(radio button options)

- ☐ Yes
- ☐ Somewhat
- ☐ No

- 5. How helpful are the FAQs and User Guides for IFRs/Final Findings Report (FFR)?**

(radio button options)

- ☐ Helpful
- ☐ Somewhat helpful
- ☐ Not helpful at all

- 6. How helpful is the FFR? Please provide any feedback regarding ease of use, the user reference guide or overall content of the FFR.**

(radio button options)

- ☐ Helpful
- ☐ Somewhat helpful
- ☐ Not helpful at all

<include text box for response>

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**7. Is the FFR user-friendly?**

(radio button options)

- ☐ Very Difficult
- ☐ Difficult
- ☐ Neutral
- ☐ Easy
- ☐ Very Easy

**8. What action did you take based on the feedback provided on your FFR?**

<include text box for response>

### HPMS PART C IPM MODULE

**1. How easy is it to locate and navigate the Part C IPM module within the HPMS?**

(radio button options)

- ☐ Difficult
- ☐ Neutral
- ☐ Easy

**2. How easy is it to access documents within the Document Library from HPMS? For example, FFRs or submission instructions.**

(radio button options)

- ☐ Difficult
- ☐ Neutral
- ☐ Easy

<include text box for response>

**3. What comments do you have that have not been covered by the topics above that would assist CMS in improving the Part C IPM process?**

<include text box for response>

### **PRA Disclosure Statement**

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