

**MEDICAL EXPENDITURE
PANEL SURVEY (MEPS) -
MEDICAL PROVIDER COMPONENT (MPC)**

**CONTACT GUIDE FOR
ALL PROVIDERS
FOR
REFERENCE YEAR 2019**

INTRO QUESTIONS

A1. Have I reached [[PROVIDER] OR [POC_NAME]]?

PHONE NUMBER: [[PROVIDER TELEPHONE NUMBER] OR [POC TELEPHONE NUMBER]]

YES = 1

NO, BUT CAN RECORD A NEW NUMBER = 2

NO, NEED TO TRACE THE CASE = 3

[IF A1 = 1 GO TO A2,

IF A1 = 2 GO TO CONTACT BLOCK,

IF A1 = 3 GO TO Need_Sup_Review]

Need_Sup_Review. Let me confer with my supervisor, and if necessary, we will call you back. Thank you for your time.

DCS: PLEASE CHECK WITH YOUR SUPERVISOR AS TO HOW TO HANDLE THIS SITUATION. PLEASE RETURN TO THE POC GRID NOW.

A2. [FILL_A2].

CONTINUE, THIS PERSON CAN HELP = 1

COLLECT CONTACT INFORMATION FOR SOMEONE ELSE = 2

NO MEDICAL / BILLING RECORDS DEPARTMENT; UNCLEAR WHO HANDLES RECORDS = 3

[IF A2= 1 GO TO B1,

IF A2=2 GO TO CONTACT BLOCK,

IF A2=3 GO TO Need_Sup_Review]

Need_Sup_Review. Let me confer with my supervisor, and if necessary, we will call you back. Thank you for your time.

DCS: PLEASE CHECK WITH YOUR SUPERVISOR AS TO HOW TO HANDLE THIS SITUATION. PLEASE RETURN TO THE POC GRID NOW.

B1. My name is [YOUR NAME]. I am calling on behalf of the U.S. Department of Health and Human Services. We are conducting MEPS which is a study about how people in the United States use and pay for healthcare. For quality assurance and training purposes, this call may be monitored.

POC: [POC NAME]

DCS: IF THIS PERSON CANNOT HELP, ASK TO BE TRANSFERRED TO SOMEONE WHO CAN.

ELIGIBILITY QUESTIONS

B2. Thank you. First, can you confirm that this is [FILL_B2]?

THIS IS A PHYSICIAN'S OFFICE, PUBLICLY FUNDED CLINIC, OR URGENT CARE CENTER = 1
THIS IS A HOSPITAL, SATELLITE CLINIC, HOSPITAL OUTPATIENT DEPT, OR SURGI-CENTER = 2
THIS IS A HOME CARE PROVIDER = 3
THIS IS A LONG-TERM CARE FACILITY SUCH AS A NURSING HOME = 4
THIS IS SOMETHING ELSE (SPECIFY) = 5

[For HOSP provider type, IF B2=2 GO TO B4; IF B2 NE 2 GO TO hosp_b3a.

For INST provider type, IF B2=4 GO TO B4; IF B2 NE 4 GO TO inst_B3a.

For OBD provider type, IF B2=1 or 5 GO TO OBD_B3; IF B2=2 GO TO B4; IF B2=3 OR 4 GO TO Potentially_Ineligible.

For HH (or HNH) provider type, IF B2=3 GO TO B4; IF B2 NE 3 GO TO HC_B2a.

hosp_B3a. How would you describe this facility? Is this:

A doctor's office = 1
A publicly funded clinic = 2
An urgent care center = 3
A home care provider = 4
A long-term care facility, such as a nursing home, or = 5
Something else? (SPECIFY): = 6

[IF hosp_B3a NE 6 GO TO B4;

IF hosp_B3a=6 Specify text field allows up to 250 characters.

THEN GO TO B4.]

inst_B3a. How would you describe this facility? Is this:

A doctor's office = 1
A publicly funded clinic = 2
An urgent care center = 3
A home care provider = 4
A long-term care facility, such as a nursing home, or = 5
Something else? (SPECIFY): = 6

[IF inst_B3a NE 6 GO TO B4;

IF inst_B3a=6 Specify text field allows up to 250 characters.

THEN GO TO B4.]

OBD_B3. And is there at least one physician in the practice who is a Medical Doctor or a Doctor of Osteopathy?

ALL SPECIALTIES ARE CONSIDERED MD/DO EXCEPT FOR: DENTISTS, OPTOMETRISTS, CHIROPRACTORS AND PODIATRISTS.

YES = 1
NO = 2
GAVE SPECIALTY = 3

[IF OBD_B3=1 or 3 GO TO B4;

IF OBD_B3=2 GO TO OBD_B3_1]

OBD_B3_1. Is this office under the supervision of an MD or a DO?

YES = 1
NO = 2

[IF OBD_B3_1=1 GO TO B4;

IF OBD_B3_1=2 GO TO OBD_B3a]

OBD_B3a. WHAT KIND OF OFFICE IS THIS PROVIDER?

PSYCHOLOGIST'S OFFICE = 1
DENTIST'S OFFICE = 2
CHIROPRACTOR'S OFFICE = 3
PODIATRIST'S OFFICE = 4
OPTOMETRIST'S (EYE DOCTOR) OFFICE = 5
STAND-ALONE NURSE PRACTITIONER'S OFFICE (NP) = 6
PHYSICAL THERAPIST'S OFFICE (PT) = 7
OCCUPATIONAL THERAPIST'S OFFICE (OT) = 8
OTHER (SPECIFY) = 9

I'm sorry. The information I was hoping to collect today is specific to doctor's offices. Because this is not a doctor's office one of my colleagues will be calling back to collect the necessary information.

[IF OBD_B3a=9, ENTER IN SPECIFY FIELD.]

HC_B2a. Does your organization include a home care unit or department?

YES = 1
NO = 2

[IF HC_B2a=1 GO TO B4;
IF HC_B2a=2 GO TO HC_B2b]

HC_B2b. Does your organization ever make arrangements for other organizations or individuals to provide some kind of assistance to people in their homes?

YES = 1
NO = 2

[IF HC_B2b=1 GO TO B4;
IF HC_B2b=2 GO TO HC_B3]

HC_B3. Does your organization provide any kind of assistance to people in their homes?

YES = 1
NO = 2

[IF HC_B3=1 GO TO HC_B3a;
IF HC_B3=2 GO TO Potentially_Ineligible]

Potentially_Ineligible. It sounds like you may not be eligible for this study. Let me confer with my supervisor and if necessary, we will call you back. Thank you for your time.

PLEASE RETURN TO THE POC GRID NOW. MARK PROVIDER AS NEEDS SUPERVISOR REVIEW AS POTENTIAL INELIGIBLE.

HC_B3a. Are your services provided to persons who need in-home assistance for health reasons?

EXPLAIN IF NECESSARY: Health reasons can include either physical or mental health conditions.

YES = 1
NO = 2

[IF HC_B3A = 1, GO TO B4;
IF HC_B3A = 2, GO TO HC_B3b]

NOTE: IF HC_B3a=1, THEN THE CASE SHOULD BE LABELED AS A HOME CARE HEALTH FOR EVENT FORM DATA COLLECTION.

IF HC_B3a=2, THE CASE SHOULD BE HOME CARE NON-HEALTH.

HC_B3b. What kind of services does your organization provide to people in their homes?

CLEANING OR YARD WORK = 1
TRANSPORTATION = 2
SHOPPING = 3
EMOTIONAL SUPPORT PERSON OR ONE-ON-ONE BUDDY = 4
SUPPORT GROUPS = 5
CHILD CARE = 6
OTHER (RECORD:) = 7

[IF HC_B3b NE 7 GO TO B4;
IF HC_B3b=7 GO TO Potentially_Ineligible]

[IF HC_B3b=7, ENTER IN OTHER-RECORD FIELD.]

Potentially_Ineligible. It sounds like you may not be eligible for this study. Let me confer with my supervisor and if necessary, we will call you back. Thank you for your time.

PLEASE RETURN TO THE POC GRID NOW. MARK PROVIDER AS NEEDS SUPERVISOR REVIEW AS POTENTIAL INELIGIBLE.

B4. [FILL_B4]

Maintained in this office = 1
Need to contact [FILL_MED_BILL_SVC] = 2

DCS [FILL_B4] THE PROGRAMED RESPONSE WILL VARY BY PROVIDER TYPE

[IF B4 = 1 GO TO Contact Block Section,
IF B4 = 2 GO TO B4_1]

B4_1. Are you the person who deals with the [FILL_MED_BILL_SVC]?

YES = 1

NO = 2

[IF YES, GO TO Contact Block Section;
IF NO, GO TO B4_2]

B4_2. I'll need to collect the name and telephone number for the person in your office who deals with the [FILL_MED_BILL_SVC].

Continue BUTTON TAKES USER TO THE CONTACT BLOCK

CONTACT BLOCK

GROUP/PRACTICE NAME

*ONLY FILL THIS OUT IF WORKING WITH INTERNAL CONTACT FOR EXTERNAL SERVICE

MEDICAL RECORDS/BILLING SERVICE NAME

TITLE

POC FIRST NAME

POC LAST NAME

PHONE

PHONE EXT

TIME ZONE

Primary POC for this role? (y/n)

YES
NO

POC_Role. POC Role (Medical/facility/billing/profee billing/other)

MEDICAL RECORDS = 1
FACILITY BILLING = 2
PROFESSIONAL BILLING = 3
OTHER BILLING = 4
ADMINISTRATIVE OFFICE = 5

How do you want the AFs sent to you (mail/fax/webportal)

FAX = 1
MAIL = 2
ELECTRONIC PORTAL (SELECT ONLY WITH SUPERVISOR APPROVAL) = 4
N/A = 3

FAX

VERIFY FAX

E-MAIL

VERIFY E-MAIL

DEPARTMENT

ADDRESS

ADDRESS (LINE 2)

CITY

STATE

ZIP

Individual packets? ARE INDIVIDUALIZED PACKETS NEEDED. (COMMONLY USED FOR VA CASES.)

YES
NO

Is this a Military Provider? (For Pharmacy Provider Types only)

YES
NO

CB2.

GATEKEEPER

PROVIDER LEVEL GATEKEEPER = 1

PATIENT ACCOUNTS

HANDLES RELEASE OF IN-HOUSE RECORDS (PA) = 2

DEALS WITH [[FILL_CB2]] = 3

[[FILL_CB2]] GATEKEEPER = 4

HANDLES RELEASE OF RECS FOR [[FILL_CB2]] = 5

ON SITE - HANDLES RELEASE OF RECS FOR [[FILL_CB2]] = 16

DEALS WITH IN-HOUSE RECORDS FOR MR = 9

DEALS WITH MEDICAL RECORDS SERVICE = 10

MEDICAL RECORDS SERVICE GATEKEEPER = 11

HANDLES RELEASE FOR MEDICAL RECORDS SERVICE = 12

ON SITE - HANDLES RELEASE FOR MEDICAL RECORDS SERVICE = 17

OTHER

HANDLES RELEASE OF IN-HOUSE/AO POC = 14

POC FOR REMAINING PROVIDERS (SBDs) = 15

ADMINISTRATIVE OFFICE POC = 13

COURTESY PACKET RECIPIENT = 6

PERMISSION PACKET RECIPIENT = 7

NEW/UPDATED NAME FOR PROVIDER = 8

[DCS NOTE: An entry is required in POC FIRST NAME, POC LAST NAME, or both fields in order to save the POC. The following fields allowing only numbers: PHONE, FAX, VERIFY FAX. Each requires 10 digits.

CB2 choices are restricted for certain provider types:

HOSP, INST – display all response options

OBD, HH (and HNH), SBD, PHAR – restrict to response options 1, 2, 3, 4, 5, 16, 6, 7, 8

CB2 [FILL_CB2]:

[IF PHAR, FILL_CB2 = "OTHER DEPARTMENT/CORPORATE OFFICE";

IF HOSP, INST, OBD, HH (or HNH), SBD, FILL_CB2 = "EXTERNAL BILLING SERVICE"]

POC CATEGORIZATION

SECTION NOTE: THIS SECTION IS SKIPPED FOR PHAR PROVIDER TYPE.

DCS: POC_ROLE AND CB2 FILL WITH ANSWERS FROM PREVIOUS QUESTIONS. CHANGE ANSWERS IF POC VOLUNTEERS UPDATED ANSWERS; OTHERWISE, ASK ITEM CB2b OR CB2c NEXT.

POC_Role. (Medical/facility/billing/profee billing/other)

(CHECK ALL THAT APPLY.)

MEDICAL RECORDS = 1
FACILITY BILLING = 2
PROFESSIONAL BILLING = 3
OTHER BILLING = 4
ADMINISTRATIVE OFFICE = 5

This item pre-fills in the POC Categorization section based on the answer(s) to this item from the Contact Block. The responses can be edited in the POC Categorization section, if necessary.

POC_Role option 5 (ADMINISTRATIVE OFFICE) appears only for HOSP and INST provider types.

CB2.

GATEKEEPER
PROVIDER LEVEL GATEKEEPER = 1

PATIENT ACCOUNTS
HANDLES RELEASE OF IN-HOUSE RECORDS (PA) = 2
DEALS WITH [[FILL_CB2]] = 3
[[FILL_CB2]] GATEKEEPER = 4
HANDLES RELEASE OF RECS FOR [[FILL_CB2]] = 5
ON SITE - HANDLES RELEASE OF RECS FOR [[FILL_CB2]] = 16
DEALS WITH IN-HOUSE RECORDS FOR MR = 9
DEALS WITH MEDICAL RECORDS SERVICE = 10
MEDICAL RECORDS SERVICE GATEKEEPER = 11
HANDLES RELEASE FOR MEDICAL RECORDS SERVICE = 12
ON SITE - HANDLES RELEASE FOR MEDICAL RECORDS SERVICE = 17

OTHER
HANDLES RELEASE OF IN-HOUSE/AO POC = 14
POC FOR REMAINING PROVIDERS (SBDs) = 15
ADMINISTRATIVE OFFICE POC = 13
COURTESY PACKET RECIPIENT = 6
PERMISSION PACKET RECIPIENT = 7
NEW/UPDATED NAME FOR PROVIDER = 8

CB2 choices are restricted for certain provider types:

HOSP, INST – display all response options
OBD, HH (and HNH), SBD, PHAR – restrict to response options 1, 2, 3, 4, 5, 16, 6, 7, 8

CB2 [FILL_CB2]:

[IF PHAR, FILL_CB2 = "OTHER DEPARTMENT/CORPORATE OFFICE";
IF HOSP, INST, OBD, HH (or HNH), SBD, FILL_CB2 = "EXTERNAL BILLING SERVICE"]

[IF POC_Role=2, 3, AND/OR 4, GO TO CB2b;
IF POC_Role NE 2, 3, AND/OR 4, BUT POC_Role = 1, GO TO CB2c]

CB2b. Does this office handle records for... (CHECK ALL THAT APPLY)

- Physician billing
- Outpatient billing
- Inpatient/ER billing
- All Facility billing
- Billing that includes all professional and facility fees for all types of services:
inpatient, ER, outpatient, and office visits,
- Some other type of billing

Item not asked for HH, HHN.

[IF POC_Role=1 IN ADDITION TO 2, 3, AND/OR 4, GO TO CB2c;
ELSE, GO TO PROVIDER VERIFICATION SECTION]

IF HOSP OR INST AND THEY HANDLE MEDICAL RECORDS, ASK THIS QUESTION.

IF FOR THE CURRENT POC WE DON'T HAVE THIS INFO AND THE POC HANDLES MEDICAL RECORDS, THEN ASK CB2c:

CB2c. Does this office handle medical records for... (CHECK ALL THAT APPLY)

- Emergency Room
- Inpatient stays
- Outpatient care
- Clinic care
- All Medical Records (including ER, Inpatient and Outpatient care)
- Some other type of medical records

Item asked only for HOSP and INST.

PROVIDER CONFIRMATION

PROVIDER VERIFICATION.

Before we send you the form(s) I'll need to determine that you can provide [FILL_MED_BILL] records for all of the providers or locations I have listed as associated with this provider in [FILL_YR]. I'm going to read you a list of providers or locations; please tell me if you can provide [FILL_YR] [FILL_MED_BILL] records for each.

IF A PROVIDER IS NOT ASSOCIATED WITH THIS PRACTICE IN 2019, CHECK THE BOX NEXT TO THEIR NAME(S) AND CLICK "Disavow selected providers". IF NO PROVIDERS ARE TO BE REMOVED FROM THE LIST, CLICK "Continue".

Display: the list of providers associated with this grid

ABOVE HEADER BOX, DISPLAY: *These questions are posed if POC has not confirmed the providers yet.*

DCS NOTE: Checkboxes below have been disabled. You can't disavow the only provider in the group.

[FILL_MED_BILL]:

- If POC_Role=1 (but not 2, 3, or 4), fill "medical";
- If POC_Role=2, 3, and/or 4 (but not 1), fill "billing and payment";
- If POC_Role = 1 and POC_Role = 2, 3, and/or 4, fill "medical/billing and payment".

GO TO B4.

SEND AFs

B4.

[REFER TO ELIGIBILITY SECTION FOR SPECS ON ITEM B4.]

CONFIRM INFORMATION IF PREVIOUSLY COLLECTED.

[IF B4 = 1 GO TO B4b;
IF B4 = 2 GO TO B4_1]

B4_1. Are you the person who deals with the [[FILL_MED_BILL_SVC]]?

YES = 1
NO = 2

[IF YES, GO TO B4b;
IF NO, GO TO B4a.]

B4a. I'll need to collect the name and telephone number for the person in your office who deals with the [[FILL_MED_BILL_SVC]]. Do you know that person?

YES = 1
NO = 2 (DCS: THIS WILL CHANGE POC PRIMARY STATUS)

[IF B4a = 1 (YES), GO TO CONTACT BLOCK;
IF B4a = 2 (NO), RETURN TO POC GRID, MAKE THIS POC NOT PRIMARY, AND MAKE THEM INACTIVE. DISPLAY: "My supervisor or someone else may call back in the future to try to gather additional information. Thank you for your time."
ALSO DISPLAY: "PLEASE RETURN TO POC GRID NOW."]

B4b. I would like to send the authorization form to you, along with additional information explaining the study. I need to be sure I have the correct information for the packet. Should I direct it to you?

READ IF THE PERSON ON THE PHONE WOULD LIKE TO PROVIDE THE DATA PRIOR TO RECEIVING AUTHORIZATION FORMS:
In order to remain HIPAA compliant, I need to send you the authorization form first. Once you have received the form, then we can arrange for the collection of the data.

YES = 1
NO = 2

(IF THEY SAY NO, GO TO THE CONTACT BLOCK.)

IF B4b = 1, GO TO B4b_1;
IF B4b = 2, NO FURTHER ITEMS ARE DISPLAYED. DCS IS INSTRUCTED (VIA ONSCREEN INSTRUCTION) TO GO TO CONTACT BLOCK.

B4b_1. Do you want me to send them to you by fax, mail, or send them electronically?

BY FAX = 1
BY MAIL = 2
BY ELECTRONIC PORTAL (SELECT ONLY WITH SUPERVISOR APPROVAL) = 4

GO TO F1

EXPLAIN NEXT STEPS (part of SEND AFs)

F1. [FILL_F1]

[FILL_F1_MR]
[FILL_F1_PA]

IF POC REQUESTS ELECTRONIC TRANSFER, DISCUSS WITH YOUR SUPERVISOR BEFORE SELECTING THIS OPTION.

PROVIDER WILL RESPOND:

BY PHONE = 1
BY FAX = 2
BY MAIL = 3
BY ELECTRONIC PORTAL (SELECT ONLY WITH SUPERVISOR APPROVAL) = 4

NOTE: [FILL_F1] VARIES BY PROVIDER TYPE

NOTE: [FILL_MED_BILL] VARIES BY PROVIDER TYPE

F2. Within the next [FILL_FAXMAILTIME] we will [FILL_FAXMAIL] the authorization forms and include instructions for providing the information we need. If you have any questions about the information we need, please call our toll-free number on the instruction sheet. We will call to verify that you received the authorization forms.

We may call again if other patients identify [FILL_F2].

[FILL_FAXMAILTIME]:

- IF B4b_1 = 1 (BY FAX), [FILL_FAXMAILTIME]: 30 minutes
- IF B4b_1 = 2 (BY MAIL) or 4 (BY ELECTRONIC PORTAL), [FILL_FAXMAILTIME]: 24 hours

[FILL_FAXMAIL]:

- IF B4b_1 = 1 (BY FAX), [FILL_FAXMAIL]: fax
- IF B4b_1 = 2 (BY MAIL), [FILL_FAXMAIL]: mail
- IF B4b_1 = 4 (BY ELECTRONIC PORTAL), [FILL_FAXMAIL]: electronically upload

[FILL_F2]:

- IF PHAR provider type, [FILL_F2]: this pharmacy as a source of prescribed medication

IF not PHAR provider type, [FILL_F2]: your practice as a source of medical services

IF B4b_1 = 4 (BY ELECTRONIC PORTAL) GO TO F3. ELSE, ALLOW ONLY NAVIGATION THREE BUTTON OPTIONS: "Send AF event", "Return to POC Grid", AND "Go to Contact Block".

F3.

When the authorization form packet is ready, you will receive an email with your unique username to access the electronic portal. Your portal password is the part of your email address before the @ sign and the number 1234. Your password is [FILL_EMAIL1234], all in lower case. It is highly recommended that you change your password after your first log-in.

Each authorization form packet will be encrypted with a password also. Your password for the packet is [FILL_EMAILGRP]. This password is also in lower case.

CONFIRM AFs

G1. DCS: CONFIRM YOU ARE SPEAKNG WITH [POC_NAME].

Hello, my name is [YOUR NAME]. I am calling on behalf of the U.S. Department of Health and Human Services. For quality assurance and training purposes, this call may be monitored. We previously spoke about the MEPS study.

Did you receive the authorization form[s] we sent to you?

YES = 1

NO = 2

IF POC DID NOT RECEIVE AFs: CLICK NO, AND GO TO THE CONTACT BLOCK TO VERIFY/UPDATE POC CONTACT INFORMATION.

IF G1=2, DCS IS TO FOLLOW ONSCREEN INSTRUCTION AND USE "Go to Contact Block" BUTTON TO UPDATE POC INFORMATION.

IF G1=1: [IF F1=1, GO TO G4_PH; ELSE, GO TO G4]

G4_PH. If it is convenient for you, we can just go ahead and complete the data forms together over the phone right now. I'd be happy to hold on while you get the information you need from your records.

WILL COMPLETE BY PHONE NOW. DCS: PLEASE POST CONFIRM AF EVENT, THEN GO TO CMS = 1

WILL COMPLETE BY PHONE IN THE FUTURE = 2

WILL NOT COMPLETE BY PHONE / WILL SEND IN RECORDS = 3

[IF 1, DCS WILL USE Confirm AF event BUTTON THEN "Go To CMS" BUTTON;

IF 2, GO TO G4_PH_B;

IF 3, DCS WILL USE Confirm AF event BUTTON]

G4_PH_B. I understand. What would be the best date and time to call you back to complete the data forms?

[DISPLAY CALENDAR TO COLLECT DATE AND TIME]

A "Save Appointment" BUTTON SAVES THE APPOINTMENT INFORMATION.

GO TO G4_PH_C.

G4_PH_C. Thank you for your time. I will call you back on [FILL_APPT_DATE_TIME]

G4. Our records indicate that you will [FILL_FAX_MAIL_UPLOAD] the records to us.

[FILL_G4]

[FILL_G4_MR]

[FILL_G4_PA]

IF THE POC MENTIONS UB04 OR CMS 1500, SAY: We need a final itemized statement that includes payments and adjustments so that we do not have to call back to obtain this information, but we can use UB04/CMS 1500 forms to accompany these final itemized statements.

IF POC MENTIONS A SUMMARY REPORT, SAY: We need something like a tax statement that includes patient payment and third-party payment, and type.

When will you send us these records?

[DISPLAY CALENDAR]: DATE IS CAPTURED VIA AN ONSCREEN CALENDAR. THE DATE SELECTED POPULATES IN A FILL FOR G4_1.

GO TO G4_1

G4_1. Thank you. We will call you back if we do not receive the records by [FILL G4 DAY, DATE].

PROMPT FOR RECORDS

G4_2. DCS: PLEASE CONFIRM YOU ARE SPEAKING WITH [POC_NAME].

Hello, my name is [YOUR NAME]. I am calling on behalf of the U.S. Department of Health and Human Services. For quality assurance and training purposes, this call may be monitored. We previously spoke about the MEPS study.

We were anticipating receiving [FILL_MED_BILL] records from you by [FILL G4 DATE], but my records show we have not received them. Have you sent the records to us?

YES = 1

NO = 2

IF G4_2 = 1, GO TO G4_3;

IF G4_2 = 2 GO TO G4_5]

G4_3. How did you send the records? Did you fax, mail hardcopies via express or regular mail, mail CDs via express or regular mail, or use a record service's portal?

BY FAX = 1

BY EXPRESS MAIL = 2

BY REGULAR MAIL = 3

ON CDs BY EXPRESS MAIL = 4

ON CDs BY REGULAR MAIL = 5

THROUGH RECORDS SERVICE PORTAL = 6

UPLOADED TO MEPS (RTI) PORTAL = 7

OTHER (SPECIFY) = 99

IF POC IS SENDING CD: Was the password provided or did you send it separately?

Can you tell me the password used to encrypt the file please? _____

G4_4. What date did you send them?

[DISPLAY CALENDAR]

Thank you for sending them. The records are received in a separate department and it can take a few days to upload the documents into our system. We will investigate and call you back if we have further questions. We apologize for any inconvenience.

[DISPLAY CALENDAR]: DATE IS CAPTURED VIA AN ONSCREEN CALENDAR.

G4_5. We need to obtain these records for the study as soon as possible. Is there something that can be done to speed up (or expedite) the process?

INTERVIEWER: LISTEN TO POC TO DETERMINE IF THERE IS ANYTHING WE CAN DO TO HELP FACILITATE THEM SENDING IN RECORDS. OFFER:

- FTP AND SECURE E-MAIL
- A FEDEX PICKUP FOR CASES THAT ARE ABOVE 15 PAIRS

GO TO G4_5_1

G4_5_1. When will you send us these records?

[DISPLAY CALENDAR]

[DISPLAY CALENDAR]: DATE IS CAPTURED VIA AN ONSCREEN CALENDAR. THE DATE SELECTED POPULATES IN [FILL G4_6 DAY, DATE] FILL FOR G4_6.

GO TO G4_6

G4_6. Thank you. We will call you back if we do not receive the records by [FILL G4_6 DAY, DATE].

PROVIDER / AO CONTACT

AO_A2.

IF AO POC WAS PROVIDED BY MEDICAL RECORDS OR PATIENT ACCOUNTS:

May I please speak to [POC NAME]?

IF NO AO POC PROVIDED BY MEDICAL RECORDS OR PATIENT ACCOUNTS:

Can I please speak to someone in the administrative office who can help me with contacting/locating information for providers?

IF THE PERSON YOU NEED TO TALK TO IS UNAVAILABLE ATTEMPT TO GET THEIR CONTACT INFORMATION VIA THE CONTACT BLOCK AND SET AN APPOINTMENT IF POSSIBLE.

CONTINUE, THIS PERSON CAN HELP = 1

COLLECT CONTACT INFORMATION FOR SOMEONE ELSE = 2 (LINK TO Contact Block)

UNCLEAR WHO TO SPEAK TO = 3 (DCS WILL EXIT CONTACT GUIDE)

IF DCS SELECTS 3 (UNCLEAR WHO TO SPEAK TO), DISPLAY UNDER RESPONSE OPTIONS: "THANK YOU: Thank you for your time. PLEASE RETURN TO THE POC GRID NOW."

[POC NAME] SHOULD FILL WITH THE POC MARKED AS PRIMARY AO POC

[IF AO_A2= 1 GO TO AO_A3,
IF AO_A2=2, GO TO CONTACT BLOCK,
IF AO_A2=3 GO TO POC GRID]

AO_A3. Hello, my name is [YOUR NAME].

I am calling on behalf of the U.S. Department of Health and Human Services.

We are conducting MEPS which is a study about how people in the United States use and pay for healthcare.

Earlier, your medical records department gave us information about the care that some of our study participants received at your facility and the names of the providers of that care. Now we need locating information for those providers and whether the charges for their services would be included in the facility's bill or billed separately by the provider. Can you provide this information?

POC: [POC NAME]

IF THIS PERSON CANNOT HELP, ASK TO BE TRANSFERRED TO SOMEONE WHO CAN.

CONTINUE, THIS PERSON CAN HELP = 1

COLLECT CONTACT INFORMATION FOR SOMEONE ELSE = 2

[POC NAME] should fill with the name flagged as primary AO POC

[IF AO_A3=1, GO TO AO_A4,
IF AO_A3=2, GO TO CONTACT BLOCK]

AO_A4. For quality assurance and training purposes, this call may be monitored. If it is convenient for you, I can collect this locating information over the phone right now. I'd be happy to hold on while you get the information you need from your records.

WILL COMPLETE BY PHONE NOW = 1

WILL COMPLETE BY PHONE IN THE FUTURE = 2

[IF AO_A4=1 GO TO AO_A5;
IF AO_A4=2 GO TO AO_A4a]

AO_4a. I understand. What would be the best day and time to call you back to collect this information?

ASK WHICH DAY OF THE WEEK IS BEST.

ASK WHICH SECTIONS OF A DAY (MORNING, AFTERNOON) ARE BEST AND USE THE FOLLOWING GUIDELINES FOR SCHEDULING:

- EARLY MORNING = 9AM
- LATE MORNING = 11AM

- EARLY AFTERNOON = 2PM
- LATE AFTERNOON = 4 PM

[DISPLAY CALENDAR TO COLLECT DATE, TIME, AM/PM, AND TIMEZONE]

AO_A5.

PULL UP THE LIST OF PROVIDERS THAT WAS COLLECTED IN MR SECTION OF EVENT FORMS WITHIN THE CONTACT GROUP
GO TO SBD SUBROUTINE [SBD_CGINTRO]

SBD SUB ROUTINE

SBD_CGINTR0. I want to ask about [PHYSICIAN NAME], whose specialty is [SPECIALTY]. This doctor was reported as someone who bills separately for services.

SBD_CG8a. Can you tell whether this physician bills separately or has charges included in your facility's bill?

BILLS SEPARATELY = 1
CHARGES INCLUDED IN FACILITY BILL = 2
BILLING ARRANGEMENT VARIES (SPECIFY) = 3
DON'T KNOW = 4

IF SBD_CG8a=3, "OTHER SPECIFY" TEXT BOX TO RECORD DETAILS OF HOW THE PHYSICIAN'S BILLING PRACTICES VARY.

SBD_CG7. What is the business practice phone number and location for [FILL_PHYSICIAN_NAME]?

Name of Group Practice (If applicable):

- PHONE:
- PHONE EXTENSION:
- NATIONAL PROVIDER ID:
- GROUP NPI:
- STREET:
- CITY:
- STATE:
- ZIP:

[DK/REF - CONTINUE TO SBD_CG8B]

SBD_CG8b. Does this physician use a billing service or have billing contact information that is different than his or her business practice location?

YES = 1 R_BILLSRVC
NO = 2

[(IF R_BILLSRVC = 1 (YES), GO TO SBD_CG9;
IF R_BILLSRVC = 2 (NO), GO TO SBD_CG10]

SBD_CG9. What is the billing contact information?

Use Previously entered billing services for this Contact Group

Name of Billing Service:

PHONE of billing service:

PHONE EXTENSION:

Address of billing service:

STREET

CITY

STATE

ZIP

[DK/REF - CONTINUE TO SBD_CG10]

SBD_CG10. RECORD ANY NOTES AO GIVES ABOUT [FILL_PHYSICIAN_NAME]

GENERAL NOTES: R_GENNOTE

How are you finalizing this SBD? SELECT ONE.

1. Done with this SBD- contacting information collected or confirmed does not bill separately = 1
2. Done with this SBD - unable to collect contacting information = 2
3. Still working to obtain contact information for this SBD = 3

AFTER ALL SBDs HAVE BEEN FINALIZED, CLICKING THE "Continue" BUTTON WILL TAKE YOU TO SBD_CG11.

SBD_CG11. Have you obtained contact information for all providers/SBDs in the list?

YES, OBTAINED ALL AVAILABLE CONTACT INFORMATION FOR ALL SBDS LISTED = 1
NO, STILL WORKING ON GETTING CONTACT INFORMATION = 2

[IF SBD_CG11 = 1 (YES) GO TO EXIT SCREEN THANKING POC FOR THEIR TIME ("Thank you for your time.") - FROM EXIT SCREEN, EXIT TO POC GRID;
IF SBD_CG11 = 2 (NO) GO TO SBD_CG12.]

SBD_CG12. Who would be able to help me with the information for the remaining providers?

ADDITIONAL AO POC PROVIDED = 1
DK; NO ADDITIONAL AO POC PROVIDED = 2

[IF SBD_CG12 = 1 GO TO CONTACT BLOCK;;
OR IF SBD_CG12 = 2 GO TO EXIT SCREEN THANKING POC FOR THEIR TIME ("Thank you for your time.") - FROM EXIT SCREEN, EXIT TO POC GRID].