

GRADE YOUR PAYERS:

THE AAFP/FPM SURVEY OF PHYSICIANS' EXPERIENCES WITH THIRD-PARTY PAYERS

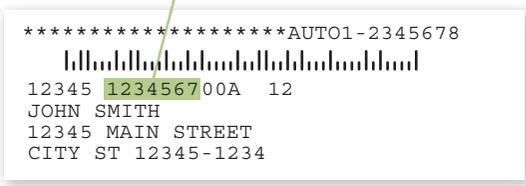
The following survey allows physicians to grade their payers on 11 key factors. Results will be published in 2007 in *Family Practice Management*.

There are two ways to take this survey:

- On paper: Fill out the survey, below. Then fax it to *FPM* at 913-906-6010 or mail it to *FPM* at 11400 Tomahawk Creek Pkwy, Leawood, KS 66211.
- Online: Go online to report your responses at: <http://www.aafp.org/fpm/payersurvey>. You may want to use this document to gather your thoughts first.

You must provide your seven-digit AAFP member ID number:

If you do not know your AAFP member ID number, consult the mailing label on the front of the journal.



STEP 1: PROVIDE YOUR DEMOGRAPHIC INFORMATION.

1.1 Primary state: _____
Secondary state (optional): _____

1.2 Practice size: Solo Small (2-6 physicians)
 Medium (7-25 physicians)
 Large (>25 physicians)

1.3 Practice type: Family medicine Primary care
 Multispecialty Other: _____

1.4 Is your practice part of a larger entity that provides help in dealing with third-party payers? Yes No

STEP 2: LIST UP TO 10 PAYERS THAT YOU WOULD LIKE TO GRADE.
Use the payer name (e.g., Medicare, Coventry, Aetna) rather than individual product names.

EXAMPLE: ACME PAYER

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

STEP 3: GRADE THE SELECTED PAYERS ON THE FOLLOWING 11 FACTORS.
See descriptions above, right. In grading each payer, consider all products offered by that payer (e.g., HMO, POS, PPO). Assign grades from A (excellent) to F (failing) or write "don't know."

1. Payment rates.	2. Adherence to CPT in claims processing.	3. Timeliness of payments.	4. Payer accessibility, knowledge & responsiveness.
A	B	C	D

STEP 4: ANSWER THE FOLLOWING QUESTIONS.

4.1. Which of the following areas are you most concerned about in your dealings with third-party payers? (Pick three.)

Payment rates. Payer Web site.

Adherence to CPT in claims processing. Formularies.

Timeliness of payments. Prior authorization.

Payer accessibility, knowledge & responsiveness to your practice. The appeals process.

Member eligibility and benefits information. Physician performance data.

The contracting process.

4.2. If you had the choice of insuring yourself and your family by any of the health plans you have graded, which one would you choose? (optional)
