

MGMA Survey Participation FAQ



DO I HAVE TO BE AN MGMA MEMBER TO PARTICIPATE?

You do not have to be a national or state MGMA member to participate in a survey. First-time participants will need to create a free MGMA account if they do not already have one.

To maintain the integrity of our data, we ask that surveys be submitted on behalf of the entire practice. This prevents duplicate data from being submitted and allows us to have a more holistic view of the practice.

DO I HAVE TO BE A MEMBER TO CREATE AN MGMA LOGIN?

No. Anyone can create an account to login, but this step is required to access the surveys. You can enter your contact information and register for a free login [here](#).

WHEN ARE THE SURVEYS OPEN FOR PARTICIPATION?

Please visit our [participation resources page](#) to see survey open and due dates.

IS THERE ANY BENEFIT TO PARTICIPATING?

Absolutely! In addition to contributing to industry-standard benchmarks, all eligible participants will receive complimentary, single-user access to the survey dataset submitted, via MGMA DataDive. You are also eligible to receive discounts for MGMA DataDive upgrades. [Click here to view full participation benefit details.](#)

IS ALL SURVEY DATA CONFIDENTIAL?

Yes! All submitted data and related materials that identify a specific organization or individual will be safeguarded and not published or voluntarily released without written permission. Summary statistics will only be published if there are sufficient responses and if the anonymity of those submitting data is protected. Please reference our [legal agreement section](#) for more information.

CAN I RECEIVE ACMPE CREDIT FOR PARTICIPATING?

Yes, and you may log it as part of your required ACMPE total credits!

Compensation and Production Survey:	4.5 credit hours
Cost and Revenue Survey:	5.5 credit hours
Practice Operations Survey:	1 credit hour

Upon submission of the survey(s), a post assessment will be available for completion to obtain credits. For more information, visit [ACMPE Board Certification](#).



WHERE DO I GO TO START A SURVEY?

MGMA surveys are located on the data homepage at data.mgma.com. If you are not already logged in, you will be prompted to do so. By clicking on the “Participate” button, you will enter the survey homepage and see all surveys that are available for participation. Upon first entry into the survey each year, users are prompted to verify their contact information, accept the **survey participation agreement** and enter practice information in the Practice Profile. Previous participants are given the option to "Prefill" their demographic information from the prior year's submission or to start fresh with a blank survey.



The survey homepage will show the open surveys in color. If the survey is grayed out, it is not open for participation at this time. See survey open and close dates on our [participation resources page](#).

Step 1

Choose to have your provider and staff demographic information prefilled from last year **or** to start with a blank survey.


-- Select --

This selection can only be made once a year. If you have not filled out an MGMA survey in the past, you will be given a blank survey.

Step 2


Complete your Practice Profile to have your survey(s) tailored to your practice(s)


*This step must be completed prior to beginning a survey in Step 3. To enter the Practice Profile, click on the icon to the left.




Step 3

To participate, select a survey below.


Compensation and Production
January 6, 2020 - February 14, 2020


Cost and Revenue
March 2, 2020 - April 10, 2020


Practice Operations
March 2, 2020 - May 1, 2020



ARE THERE ANY BROWSER REQUIREMENTS FOR COMPLETING THE SURVEY?

We recommend using Microsoft Edge, Mozilla Firefox or Google Chrome. To reduce compatibility errors, we recommend using the most current version of these browsers. Contact your IT department to inquire about upgrading your browser, if needed.

CAN I COMPLETE MY SURVEY VIA EXCEL?

The surveys can be completed via the online survey platform or in Excel. To complete via Excel, click the survey you wish to participate in on the survey homepage. You can access the survey homepage by going to **data.mgma.com** and clicking "Participate".

To participate, select a survey below.

 COMPENSATION AND PRODUCTION	<u>Compensation and Production</u> January 6, 2020 - February 14, 2020
 COST AND REVENUE	<u>Cost and Revenue</u> March 2, 2020 - April 10, 2020
 PRACTICE OPERATIONS	<u>Practice Operations</u> March 2, 2020 - May 1, 2020

- Once you are in the web view of the survey, click the “Excel” button in the top right corner of the page.



Practice Profile





- Ensure you are in the “Excel Download” tab and click the “Download” button.

Excel Download Excel Upload

Practices

Toggle Select All

Your existing groups are listed below. To update, delete or add new group(s), click the "Download" button. To upload completed Excel, save your file to your computer and click the "Excel Upload" tab above. If you are experiencing issues, please call Data Solutions at 877.275.6462 ext. 1895 for assistance.

Select	Practice Name	Practice ID	Case Status
<input checked="" type="checkbox"/>	MGMA	68035	Excel Downloaded
<input checked="" type="checkbox"/>	Data Solutions	69268	Excel Downloaded
<input checked="" type="checkbox"/>	Service Center	69269	Excel Downloaded

Download

- After you have completed the Excel spreadsheet, upload the completed Excel spreadsheet back into the survey platform. Save your file on your computer and using the same “Excel” button in the top right corner of the page, ensure you are in the “Excel Upload” tab. Choose your saved file and click the “Upload” button.

Excel Download Excel Upload

Locate completed Excel on your computer

Choose File No file chosen

Upload Completed Excel

Upload

Uploading your Excel file does not submit your survey. Once you have uploaded your Excel file, go to the “Review and Submit” tab and click on the “Submit” button.

Please do not attempt to upload modified or non-MGMA templates. You will receive an error when uploading. You need to use the original downloaded Excel file for submission.

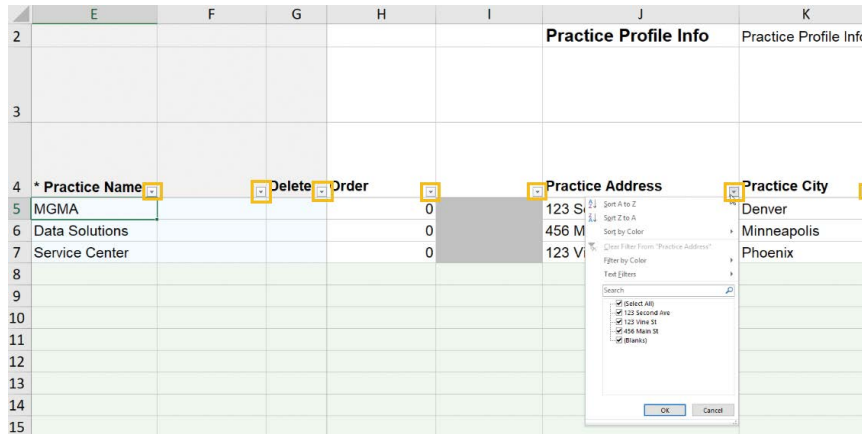


WHY IS THE EXCEL SURVEY PROTECTED?

There are hidden metrics contained in the file that our system uses to upload data as well as ensure duplicate data is not submitted. The only cells that are locked are the provider/ staff name, practice name and the questions.

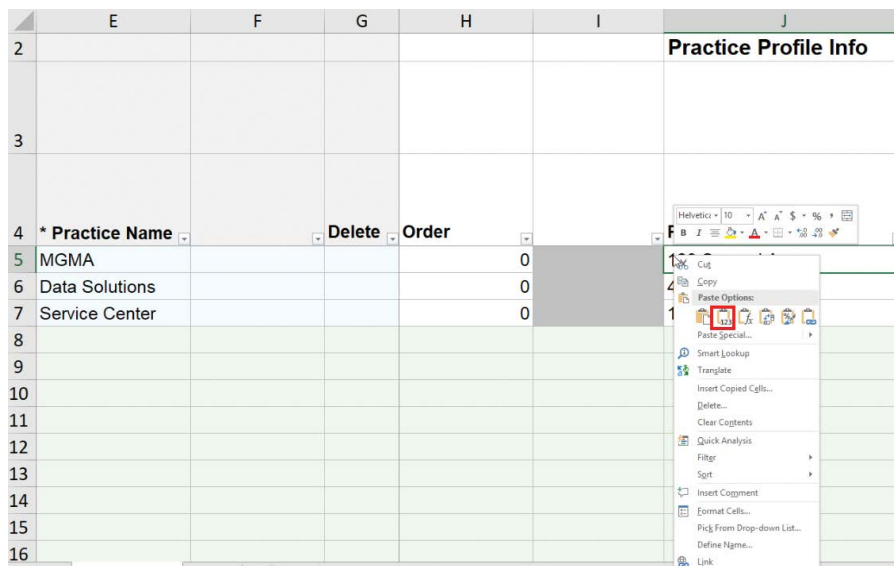
In the locked Excel you can still:

- Filter using the down arrow in the header



- Copy and paste

- If you are trying to copy and paste formulas, conduct the formulas in a separate Excel. Then, copy and **paste values** into the survey Excel by right clicking into the desired cell.



If there are reasons beyond these that would require you to have an unlocked Excel, please let us know and we will see how we can help you.



WHY CAN'T I DELETE COLUMNS OR ROWS?

There are hidden metrics contained in the file that our system uses to upload data as well as ensure duplicate data is not submitted. Once you submit a practice name or provider/staff name, that value receives a unique ID marker. Manually deleting rows will cause these IDs to get skewed, and the file will not upload properly. To delete rows for staff or providers that should not be submitted, please select “Delete” in column G of the spreadsheet. Once the file is uploaded, those with “Delete” indicated will automatically be removed from your submission.

	E	F	G	H	I	J
2						Practice Profile Info
3						
4	* Practice Name		Delete	Order		Practice Address
5	MGMA			0		123 Second Ave
6	Data Solutions		Delete	0		456 Main St
7	Service Center			0		123 Vine St
8						
9						

WHAT IF MY PRACTICE DOES NOT TRACK RVUS AND IT IS A REQUIRED SURVEY QUESTION?

Both the Compensation and Production and Cost and Revenue Surveys contain a Production tab that offers a link to upload your providers' CPT data and calculate the number of Total and Work RVUs for your providers. Once calculated, you can then enter the respective values into your survey(s). You can also send your CPT data to surveys@mgma.com for a Data Solutions team member to upload into your survey for you.

DO I NEED TO ANSWER ALL OF THE QUESTIONS ON THE SURVEY?

We appreciate your diligence and ask that you provide the requested information to the fullest extent possible. The quality of our data depends on the entirety and accuracy of every response. Questions marked with an asterisk (*) are required. If you provide us with more than the required data in the questions, we'll reward you with additional functionality in MGMA DataDive. [Click here to view full participation benefit details.](#)

WHAT IF I AM UNSURE ABOUT HOW TO ANSWER A QUESTION PROPERLY?

Each survey has a “Definitions” button in the upper right corner explaining both the survey questions and possible answer choices. You can also view all survey guides and other helpful resources on our website [here](#).



WHO SHOULD COMPLETE THE QUESTIONNAIRES?

Surveys should be completed on behalf of the medical practice. Providers, managers and staff may not submit data for only themselves. If your organization is an integrated delivery system (IDS), hospital, management services organization (MSO), physician practice management company (PPMC), independent practice association (IPA) or other entity that owns, manages or provides services to medical practices, you should submit data for each medical practice that you own, manage or service.

Freestanding ambulatory surgery centers (ASCs) are not eligible to participate in these surveys.

If you are a consultant filling out the survey on behalf of a practice, you will need to indicate the client's organization as the DataDive access recipient.

WHAT IS THE DATADIVE ACCESS RECIPIENT?

The DataDive access recipient is the email account of the user who will receive single-user access to the survey results in MGMA DataDive. The DataDive access recipient will receive an email when the results are available. If the DataDive access recipient email is not associated with an MGMA account, DataDive access is assigned to the primary contact on file for your practice's survey submission. Please ensure the DataDive access recipient email is tied to an MGMA account or call MGMA Data Solutions for assistance.

IF I SUBMIT MULTIPLE PRACTICES, CAN I SUBMIT MULTIPLE DATADIVE ACCESS RECIPIENTS?

Yes. The DataDive access recipient will receive access to the results of the survey in MGMA DataDive. You may indicate a different DataDive access recipient for each practice/department submitted.

WHEN DO I REPORT MULTIPLE PRACTICES?

Nonacademic participants should list each practice that reports its own tax revenue within the practice profile. Please only list practices if you are submitting data for them.

Academic participants should list each university department for which they are submitting data.

WHAT IF I NEED MORE HELP?

Our participation resources page is full of documents to help you work through the surveys.

Click here to view changes made to this year's surveys, survey question definitions and survey question checklists. If you have additional questions about MGMA survey participation, feel free to contact MGMA Data Solutions. Data experts are available Monday through Friday, 7:00 am to 5:00 pm MT. Call toll-free at **877.275.6462, ext. 1895** or email **survey@mgma.com**.