To report more granular data that meets your benchmarking needs, certain questions have been modified, added or removed from the 2020 MGMA Practice Operations Survey. The following information summarizes these changes.

**Survey Launch**  
March 2, 2020

**Survey Close**  
May 1, 2020

If you have any questions about the updates listed in this Change Notice, please contact the Data Solutions Department at survey@mgma.com or 877.275.6462, ext. 1895.

Please note: Questions that have been removed are not identified in this document.

**Eligibility Modifications:**

- Beginning with the 2020 Practice Operations Survey, academic organizations are now eligible to participate for all departments regardless of specialty.

**Question Additions:**

- **Practice Profile**
  - Does your practice offer Telehealth services?
  - Telehealth/Telemedicine is the use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health and health administration.
  - What value-based program does your practice participate in?
  - CMS value-based program
  - Commercial value-based program
  - Both CMS and commercial value-based programs
  - None, do not participate in value-based contracts
  - What % of your commercial payer contracts include a value-based reimbursement component?
  - How many years has your current EHR been fully implemented in your practice?

- **Scheduling**
  - What percentage of patients rescheduled appointments within 30 days of cancellation?

- **Financial Management**
  - What amount (in dollars) of claims was denied on first submission?
  - How many research projects did your practice participate in?
  - How much revenue did your practice receive in research grants?
Question Modifications:

• **Practice Profile**
  - Practice Specialty: The following specialties have been added to the practice specialty choice list:
    - Hospice Care
    - Palliative Care
  - Healthcare systems: The following options have been added to the healthcare systems choice lists:
    - QuickBooks <Payroll>
    - Sorian <EHR and Practice Management System>
  - Practice NPI, Legal Organization Type, FQHC (now required), and RHC (now required) moved from Practice Demographics to the Practice Profile

• **Operations**
  - What time did your practice open/close on Monday, Tuesday, etc.?  
    - These questions were rephrased to ask how many hours was your practice open on Monday?
    - How many hours was your practice open on Tuesday?
    - How many hours was your practice open on Wednesday?
    - How many hours was your practice open on Thursday?
    - How many hours was your practice open on Friday?
    - How many hours was your practice open on Saturday?
    - How many hours was your practice open on Sunday?
  - What was the expected time (in hours) for staff to respond to patient portal communications?