

Change Notice for the 2020 MGMA Practice Operations Survey



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?