

Merit-based Incentive Payment System (MIPS) and Next Generation Accountable Care Organizations (ACO): 2021 Consumer Assessment of Healthcare Providers and Systems (CAHPS) for MIPS and CAHPS for ACOs Conditionally-Approved Survey Vendors

The Centers for Medicare & Medicaid Services (CMS) **conditionally** approves the survey vendors listed below to administer the 2021 CAHPS for MIPS Survey and CAHPS for ACOs Survey. As conditionally-approved survey vendors, these organizations have demonstrated the facilities, project experience, and staff expertise that are required to conduct the 2021 survey administration with appropriate rigor, given the demands of the survey procedures and timeline. Final approval of these organizations is dependent on satisfactory completion of CMS training and submission of a Quality Assurance Plan (QAP). A final list of the survey vendors approved by CMS to administer the 2021 surveys will be made publicly available no later than June 7, 2021. Groups, virtual groups, and Alternative Payment Model (APM) Entities including Shared Savings Program ACOs that participate in the CAHPS for MIPS Survey, and Next Generation Model ACOs that participate in the CAHPS for ACOs Survey, need to contract with a vendor from the final list of approved 2021 CAHPS for MIPS Survey and CAHPS for ACOs Survey vendors. Groups, virtual groups, and APM Entities including Shared Savings Program ACOs are responsible for all associated costs of the vendor. The information included in the tables below is provided by the conditionally-approved CAHPS for MIPS Survey and CAHPS for ACOs Survey vendors. The contact information provided in the tables below doesn't represent an endorsement by CMS of any particular survey vendor. Refer to the [2021 CAHPS for MIPS Survey Overview Fact Sheet](#) and visit the [Quality Payment Program Resource Library](#) for additional CAHPS for MIPS Survey resources. Visit the [CAHPS for ACOs](#) website for more information.

Disclaimer: CMS has not otherwise evaluated the capabilities, quality, or any other features of any specific entity referenced on the CAHPS for MIPS and CAHPS for ACOs Conditionally-Approved Survey Vendor List or such entity's products. Reference to any specific entity, commercial product, process, or service (collectively, "specific entity or its products") on the CAHPS for MIPS and CAHPS for ACOs Conditionally-Approved Survey Vendor List does not constitute any endorsement or recommendation of the specific entity or its products by CMS or the United States Government. Such reference does not imply that a specific entity or its products meets any other federal health care program requirements applicable to the entity or its products or to groups, virtual groups, or APM Entities including Shared Savings Program ACOs on whose behalf the entity submits data to CMS. Prior to selecting or using any specific entity or its products, groups, virtual groups, and APM Entities including Shared Savings Program ACOs should perform their own due diligence on the entity and its products, including contacting the entity directly to learn more about its products.



2021 CAHPS for MIPS and CAHPS for ACOs Conditionally-Approved Survey Vendors

Organization Name	Point of Contact	Address	Phone Number	Email Address	Organization Website Address
Center for the Study of Services	Mike Parks	1625 K ST NW STE 800 Washington DC 20006	202-454-3057	mparks@cssresearch.org	www.cssresearch.org
Ipsos	Karen Melia	222 S Riverside Plaza Chicago IL 60606- 5809	202-556-0582	karen.melia@ipsos.com	www.ipsos.com
Management and Technology Consultants	Judy Robson	1655 Hawthorne DR STE A Plainfield IN 46168	317-272-0068	jrobson@mtchealth.com	www.mtchealth.com
NRC Health	Kylee Hasenauer	1245 Q ST Lincoln NE 68508	402-475-2525	khasenauer@nrchealth.com	www.nrchealth.com
Percy & Company	Adrian Percy	PO Box 2626 ST Francisville LA 70775	225-936-8416	a.percy@percyandcompany.com	www.percyandcompany.com
Press Ganey Associates	Danielle Clark	404 Columbia PL South Bend IN 46601	800-232-8032	dclark@pressganey.com	www.pressganey.com
Professional Research Consultants, Inc.	Andrea Paseka	11326 P ST Omaha NE 68137	402-592-5656 Ext. 309	apaseka@prccustomresearch.com	www.prccustomresearch.com

Organization Name	Point of Contact	Address	Phone Number	Email Address	Organization Website Address
Research & Marketing Strategies, Inc.	Sandy Baker	15 E Genesee ST STE 210 Baldwinsville NY 13027	315-635-9802	sandyb@rmsresults.com	www.rmsresults.com
SPH Analytics	Crystal Nava	11605 Haynes Bridge RD # 400 Alpharetta GA 30009	817-665-7000	crystal.nava@sphanalytics.com	www.sphanalytics.com
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