

Merit-based Incentive Payment System (MIPS): 2025 Consumer Assessment of Healthcare Providers and Systems (CAHPS) for MIPS Survey Conditionally-Approved Vendors

The Centers for Medicare & Medicaid Services (CMS) **conditionally** approves the survey vendors listed below to administer the 2025 CAHPS for MIPS Survey. As conditionally-approved survey vendors, these organizations have demonstrated the facilities, project experience, and staff expertise that are required to conduct the 2025 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 2025 survey will be made publicly available no later than June 3, 2025. Groups, virtual groups, subgroups, and Alternative Payment Model (APM) Entities including Shared Savings Program ACOs that participate in the CAHPS for MIPS Survey need to contract with a vendor from the final list of approved 2025 CAHPS for MIPS Survey vendors. Groups, virtual groups, subgroups, 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 vendors. The contact information provided in the tables below doesn't represent an endorsement by CMS of any particular survey vendor. Refer to the [2025 CAHPS for MIPS Survey Overview Fact Sheet](#) and visit the [Quality Payment Program Resource Library](#) for additional CAHPS for MIPS Survey resources.

Disclaimer: CMS has not otherwise evaluated the capabilities, quality, or any other features of any specific entity referenced on the CAHPS for MIPS Survey Conditionally-Approved 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 Survey Conditionally-Approved 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, subgroups, 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, subgroups, 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.



2025 CAHPS for MIPS Survey Conditionally-Approved Vendors

Organization Name	Point of Contact	Address	Phone Number	Email Address	Organization Website Address
Center for the Study of Services	Mike Parks	1625 K Street NW Suite 1100 Washington DC 20006	202-454-3057	mparks@cssresearch.org	www.cssresearch.org
Management and Technology Consultants, LLC	Katie Higgins	1655 Hawthorne Drive Suite A Plainfield IN 46168	317-724-6061	data@mtchealth.com	www.mtchealth.com
Medallia, Inc.	Patrick Colletta	575 Market Street Suite 1850 San Francisco CA 94105	513-821-6266	pcolletta@medallia.com	www.medallia.com
NRC Health	Kylee Hasenauer	1245 Q Street Lincoln NE 68508	402-475-2525	khasenauer@nrchealth.com	www.nrchealth.com
Press Ganey Associates	Danielle Clark	1173 Ignition Drive South Bend IN 46601	800-232-8032	dclark@pressganey.com	www.pressganey.com
Professional Research Consultants, Inc.	Andrea Paseka	11326 P Street Omaha NE 68137	402-592-5656 Ext. 309	APaseka@PRCExcellence.com	www.PRCExcellence.com
Qualtrics	Shital Marschall	38701 Seven Mile Road Suite 250 Livonia MI 48152	574-320-8765	smarschall@qualtrics.com	www.qualtrics.com
SullivanLuallin Group	Shelby Baker	4550 Kearny Villa Road Suite 213 San Diego CA 92123	619-283-8988 Ext. 320	sbaker@sullivanluallingroup.com	www.sullivanluallingroup.com