

Merit-based Incentive Payment System (MIPS): 2019 CAHPS® for MIPS Approved Survey Vendors

The Centers for Medicare & Medicaid Services (CMS) has approved the survey vendors listed below to administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) for MIPS survey for 2019. As approved survey vendors, these organizations have demonstrated the facilities, project experience, and staff expertise that are required to conduct the 2019 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. Groups and virtual groups that choose to participate in the CAHPS for MIPS survey need to contract with a vendor from the final list of approved 2019 CAHPS for MIPS survey vendors. Groups are responsible for all associated costs of the vendor. The information included in the tables below is provided by the approved CAHPS for MIPS survey vendors. The contact information provided in the tables below does not represent an endorsement by CMS of any particular survey vendor. For more information on the CAHPS for MIPS survey, please visit the CMS [website](#).

Disclaimer: CMS has not otherwise evaluated the capabilities, quality, or any other features of any specific entity referenced on the CAHPS® for MIPS 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 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 or virtual groups on whose behalf the entity submits data to CMS. Prior to selecting or using any specific entity or its products, groups and virtual groups should perform their own due diligence on the entity and its products, including contacting the entity directly to learn more about its products.



2019 CAHPS for MIPS 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 Street NW, Suite 800 Washington, D.C. 20006 | 202-454-3057 | mparks@cssresearch.org | www.cssresearch.org |
| Management and Technology Consultants | Guy Swenson | 1655 Hawthorne Drive, Suite A Plainfield, IN 46168 | 317-272-0068 | gswenson@mtchealth.com | www.mtchealth.com |
| NRC Health | Ruta Jaudegis | 1245 Q Street Lincoln, NE 68508 | 402-475-2525 | rjaudegis@nrchealth.com | www.nrchealth.com |
| Percy & Company | Adrian Percy | 7520 Perkins Rd., Suite 180 Baton Rouge, LA 70808 | 225-936-8416 | a.percy@percyandcompany.com | www.percyandcompany.com |
| Press Ganey | Danielle Clark | 404 Columbia Place South Bend, IN 46601 | 800-232-8032 | dclark@pressganey.com | www.pressganey.com |
| Professional Research | Andrea Paseka | 11326 P Street Omaha, NE 68137 | 402-592-5656 Ext. 309 | apaseka@prccustomresearch.com | www.prccustomresearch.com |

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|---------------------------------------|------------------|--|------------------------|--|--|
| Consultants, Inc. | | | | | |
| SPH Analytics (formerly DSS Research) | Emily Waters | 4150 International Plaza, Suite 900 Fort Worth, TX 76109 | 703-351-5040 Ext. 1050 | Emily.Waters@sphanalytics.com | www.sphanalytics.com |
| SullivanLuallin Group | Sheryll Pasis | 4550 Kearny Villa Road, Suite 213 San Diego, CA 92123 | 619-283-8988 Ext. 311 | spasis@sullivanluallingroup.com | www.sullivanluallingroup.com |
| SurveyVitals, Inc. | Lori Moshier | 43000 W. Nine Mile Road, Suite 202 Novi, MI 48375 | 248-344-7572 | lori@surveyvitals.com | http://www.surveyvitals.com/ |