

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

The Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) streamlined a collection of programs into a single system where Medicare physicians and clinicians have a chance to be rewarded for better care. There are two paths in the Quality Payment Program:

- Merit-based Incentive Payment System (MIPS)
- Advanced Alternative Payment Models (APMs)

Under MIPS, there are four performance categories that will affect your Medicare payments – Quality, Clinical Practice Improvement Activities (referred to as “Improvement Activities”), meaningful use of certified EHR technology (referred to as “Advancing Care Information”), and Resource Use (referred to as “Cost”).

## Vendor Selection

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 2017. As CMS-approved survey vendors, these organizations have demonstrated the facilities, project experience, and staff expertise that are required to conduct the 2017 survey administration with appropriate rigor, given the demands of the survey procedures and timeline. These organizations have also satisfactorily completed CMS training and submitted a Quality Assurance Plan. Groups that choose to participate in the CAHPS for MIPS survey need to contract with a vendor from this list of CMS-approved 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 CMS-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 Quality Payment Program [website](#).



## Quality Payment Program

Organization Name	Point of Contact	Address	Phone Number	Email	Website
Axcess	Andrew Awoniyi	16000 Dallas Parkway, Suite 700N Dallas, TX 75248	214-575-7711	<a href="mailto:aawoniyi@axcess.com">aawoniyi@axcess.com</a>	<a href="http://www.axcess.com/research">www.axcess.com/research</a>
Bivarus (Acquired by Press Ganey in January 2018; see page 3 for Press Ganey contact information)	Janette Jones	PO Box 1663 Hickory, NC 27012	828-328-8968 Ext. 205	<a href="mailto:jjones@bivarus.com">jjones@bivarus.com</a>	<a href="http://www.bivarus.com">www.bivarus.com</a>
Center for the Study of Services	Jackie Pearce Garrett	1625 K Street NW, Suite 800 Washington, D.C. 20006	202-454-3041	<a href="mailto:jgarrett@cssresearch.org">jgarrett@cssresearch.org</a>	<a href="http://www.cssresearch.org">www.cssresearch.org</a>
DataStat, Inc.	Ellen Johnson	3975 Research Park Drive Ann Arbor, MI 48108	734-994-0540 Ext. 158	<a href="mailto:ejohnson@datastat.com">ejohnson@datastat.com</a>	<a href="http://www.datastat.com">www.datastat.com</a>
DSS Research	Emily Waters	4150 International Plaza, Suite 900 Fort Worth, TX 76109	703-351-5040 Ext. 1050	<a href="mailto:emily.waters@dssresearch.com">emily.waters@dssresearch.com</a>	<a href="http://www.dssresearch.com">www.dssresearch.com</a>
HealthStream, Inc. (Acquired by Press Ganey in February 2018; see page 3 for Press Ganey contact information)	Monica Atherton	565 Marriott Drive, Suite 700 Nashville, TN 37214	615-369-8584	<a href="mailto:CAHPS@HealthStream.com">CAHPS@HealthStream.com</a>	<a href="http://www.healthstream.com">www.healthstream.com</a>



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Organization Name	Point of Contact	Address	Phone Number	Email	Website
Management and Technology Consultants	Guy Swenson	1655 Hawthorne Dr., Suite A Plainfield, IN 46168	317-272-0068	<a href="mailto:gswenson@mtchealth.com">gswenson@mtchealth.com</a>	<a href="http://www.mtchealth.com">www.mtchealth.com</a>
Novaetus, Inc., A SurveyVitals Company	Lori Moshier	43000 W. Nine Mile Rd., Suite 202 Novi, MI 48375	248-344-7572	<a href="mailto:lmoshier@novaetus.com">lmoshier@novaetus.com</a>	<a href="http://www.novaetus.com">www.novaetus.com</a>
NRC Health	Ruta Jaudegis	1245 Q Street Lincoln, NE 68508	402-475-2525	<a href="mailto:rjaudegis@nrchealth.com">rjaudegis@nrchealth.com</a>	<a href="http://www.nrchealth.com">www.nrchealth.com</a>
Percy & Company Research	Adrian Percy	12222 Old Jackson Rd. St. Francisville, LA 70775	225-936-8416	<a href="mailto:a.percy@percyandcompany.com">a.percy@percyandcompany.com</a>	<a href="http://www.percyandcompany.com">www.percyandcompany.com</a>
Press Ganey Associates	Danielle Clark	404 Columbia Street South Bend, IN 46601	800-232-8032	<a href="mailto:dclark@pressganey.com">dclark@pressganey.com</a>	<a href="http://www.pressganey.com">www.pressganey.com</a>
Professional Research Consultants, Inc.	Andrea Paseka	11326 P Street Omaha, NE 68137	402-592-5656 Ext. 309	<a href="mailto:apaseka@prccustomresearch.com">apaseka@prccustomresearch.com</a>	<a href="http://www.prccustomresearch.com">www.prccustomresearch.com</a>



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Organization Name	Point of Contact	Address	Phone Number	Email	Website
Research & Marketing Strategies, Inc.	Christine Benn	15 E. Genesee Street, Suite 210 Baldwinsville, NY 13027	315-635-9802	<a href="mailto:ChristineB@RMSresults.com">ChristineB@RMSresults.com</a>	<a href="http://www.rmsresults.com">www.rmsresults.com</a>
SPH Analytics (formerly The Myers Group)	Mansoor Siddiqui	1965 Evergreen Boulevard Duluth, GA 30096	770-978-3173 Ext. 1354	<a href="mailto:Mansoor.Siddiqui@SPHAnalytics.com">Mansoor.Siddiqui@SPHAnalytics.com</a>	<a href="http://www.sphanalytics.com">www.sphanalytics.com</a>
SullivanLuallin Group	Sheryll Pasis	3760 4th Avenue San Diego, CA 92103	619-283-8988 Ext. 311	<a href="mailto:spasis@sullivanluallingroup.com">spasis@sullivanluallingroup.com</a>	<a href="http://www.sullivanluallingroup.com">www.sullivanluallingroup.com</a>

