

Quality Payment PROGRAM



2025 Registration Guide for the CAHPS for MIPS Survey

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I. Introduction

This guide provides information and instructions on the Consumer Assessment of Healthcare Providers and Systems (CAHPS) for Merit-based Incentive Payment System (MIPS) Survey registration process for the 2025 performance period.

Please review the [2025 CAHPS for MIPS Survey Overview Fact Sheet \(PDF, 1MB\)](#) for more information about administering the CAHPS for MIPS Survey.

Registration Information

To register to administer the CAHPS for MIPS Survey, sign in to the [Quality Payment Program website](#).

Registration opens on Tuesday, April 1, 2025, at 10 a.m. ET and closes on Monday, June 30, 2025, at 8 p.m. ET.

To complete your organization's registration, you need a Health Care Quality Information System (HCQIS) Access Roles and Profile (HARP) account and the Security Official role for your organization. More information is provided in [Section III: Access the CAHPS for MIPS Survey Registration System](#) of this guide.

Definitions

- **Group:** A single Taxpayer Identification Number (TIN) with 2 or more eligible clinicians (including at least [one MIPS eligible clinician](#)), as identified by their individual National Provider Identifier (NPI), who have reassigned their Medicare billing rights to the TIN.
- **Virtual group:** A combination of 2 or more whole TINs (solo practitioners and/or groups with 10 or fewer clinicians, including at least one MIPS eligible clinician) whose clinicians elected to participate in MIPS as part of a virtual group. Only virtual groups that CMS approves and identifies as official virtual groups can participate in MIPS as a virtual group for the 2025 performance year.
- **Subgroup:** A subset of clinicians within a group (identified by a single TIN), which contains at least 2 clinicians, one of whom is an individually eligible MIPS eligible clinician. Subgroup participation is only available for reporting a [MIPS Value Pathway \(MVP\)](#).
- **Alternative Payment Model (APM) Entity:** The group of eligible clinicians participating in an APM Entity, as identified by a combination of the APM identifier, APM Entity identifier, TIN, and NPI for each participating eligible clinician.

Who doesn't need to register for the CAHPS for MIPS Survey?

Medicare Shared Savings Program (Shared Savings Program) Accountable Care Organizations (ACOs).

- Shared Savings Program ACOs are required to report through the [APM Performance Pathway \(APP\)](#) so they're **automatically registered** for the CAHPS for MIPS Survey (which is a required measure under the APP).
- Shared Savings Program ACOs don't need to register but will still need to hire a CMS-approved vendor to administer the CAHPS for MIPS Survey.

Who must register for the CAHPS for MIPS Survey?

APM Performance Pathway (APP): Groups and APM Entities (excluding Shared Savings Program ACOs) that choose to report through the APP must register because the CAHPS for MIPS Survey is a **required measure** when reporting through the APP.

Who can register for the CAHPS for MIPS Survey?

Traditional MIPS: The CAHPS for MIPS Survey is an **optional measure** available to groups, virtual groups, and APM Entities with 2 or more eligible clinicians reporting traditional MIPS.

- The CAHPS for MIPS Survey can be reported as 1 of the 6 required quality measures in traditional MIPS.

- It also fulfills part of the requirement for the ‘Regularly Assess Patient Experience of Care and Follow Up on Findings’ improvement activity (IA_BE_6).
- Interested groups, virtual groups and APM Entities can follow the registration directions in this resource; they must register by June 30, 2025, at 8 p.m. ET.

MIPS Value Pathways (MVPs): The CAHPS for MIPS Survey is an **optional measure** available to groups, [subgroups](#)*, and APM Entities with 2 or more eligible clinicians that are registered to report certain MVPs. (continued on next page)

- If the CAHPS for MIPS Survey is available within your selected MVP, it can be reported as 1 of the 4 required quality measures.
 - The CAHPS for MIPS Survey is available in the following [4 MVPs](#) for the 2025 performance year:
 - ◆ Adopting Best Practices and Promoting Patient Safety within Emergency Medicine MVP
 - ◆ Advancing Cancer Care MVP
 - ◆ Optimal Care for Patients with Urologic Conditions MVP
 - ◆ Value in Primary Care MVP
- Interested groups and APM Entities can follow the registration directions in this resource; they must register by June 30, 2025, at 8 p.m. ET.

***Subgroups.** Subgroups interested in administering the CAHPS for MIPS Survey as 1 of their 4 required quality measures will need to complete their MVP registration prior to registering for the CAHPS for MIPS Survey. After completing their MVP registration, they will need to contact the [QPP Service Center](#) by email at QPP@cms.hhs.gov, by creating a [QPP Service Center ticket](#), or by phone at 1-866-288-8292 (Monday through Friday, 8 a.m. – 8 p.m. ET) to register for the CAHPS for MIPS Survey.

For more information about MVP registration, please review the [Learn about MVP Registration webpage](#) or [2025 MVP Registration User Guide \(PDF\)](#).

Is it possible we won’t be able to administer the CAHPS for MIPS Survey even if we register?

Yes. We conduct an assignment and sampling methodology process for organizations that are registered to administer the CAHPS for MIPS Survey. Groups, subgroups, virtual groups, and APM Entities must meet the minimum patient sampling requirements to administer the 2025 CAHPS for MIPS Survey.

If an organization doesn’t meet the minimum patient sampling requirements for the CAHPS for MIPS Survey, we’ll notify those organizations to let them know they won’t be able to administer the CAHPS for MIPS Survey. We anticipate sending notifications in the fall of 2025.

Groups, virtual groups, subgroups, and APM Entities (including Shared Savings Program ACOs reporting through the APP) that don’t meet the minimum patient sampling requirements will qualify for a denominator reduction and the CAHPS for MIPS Survey measure will be excluded from scoring.

Before You Register: The [CAHPS for MIPS Survey](#) assesses the experience of patients receiving primary care services and is, therefore, most appropriate for groups, virtual groups, [subgroups](#)*, and APM Entities that provide primary care services.

Registered groups, virtual groups, subgroups, and APM Entities (including Shared Savings Program ACOs) are required to contract with a CAHPS for MIPS Survey vendor to administer the survey in English and Spanish, using the survey templates provided by CMS.

We also recommend that groups, virtual groups, subgroups, and APM Entities (including Shared Savings Program ACOs) administer the other translations of the CAHPS for MIPS Survey provided by CMS (Cantonese, Korean, Mandarin, Portuguese, Russian, and Vietnamese) based on the language needs of their patients.

NOTE: Groups, subgroups, virtual groups, and APM Entities (including Shared Savings Program ACOs) will receive instructions from CMS on how to authorize a CMS-approved vendor after the registration period closes. CMS will produce your patient sample and send it to the vendor you authorize. Once you authorize a survey vendor, we'll proceed with data collection, and you'll be accountable for the costs associated with administering the survey.

II. Get Started

Note: This user guide may use the term “organization” when referring to information that applies to APM Entities, groups, virtual groups, and subgroups.

Obtain Access

A representative of the organization will need an account that allows the representative to sign in to the [Quality Payment Program website](#) and have the **Security Official role** for the organization to submit, modify, or cancel a registration.

- If you’re a returning user, sign in with your existing QPP account credentials.
- If you’re a new user, you must first create a HARP account. Then you’ll sign in to the [Quality Payment Program website](#) to request the Security Official role for your organization.

Review the documents specified below in the [Quality Payment Program Access User Guide \(ZIP, 4MB\)](#) for instructions to create an account and/or request the Security Official role for your organization.

- **Register for a HARP Account** provides information about creating a new HARP account.
- **Connect to an Organization** provides information about requesting the Security Official role for your organization.

To determine if your organization already has an individual who can register the group, virtual group, subgroup, or APM Entity to administer the CAHPS for MIPS Survey, please [contact QPP](#) and provide the group's TIN, the virtual group identifier, the subgroup identifier, or the APM Entity identifier, and the name of the organization.

Start the account creation process **now** to avoid any delays in obtaining an account and a role with your organization. The registration period closes on **June 30, 2025, at 8 p.m. ET.**

Prepare to Register for the CAHPS for MIPS Survey

Gather the following information before you begin to register your organization:

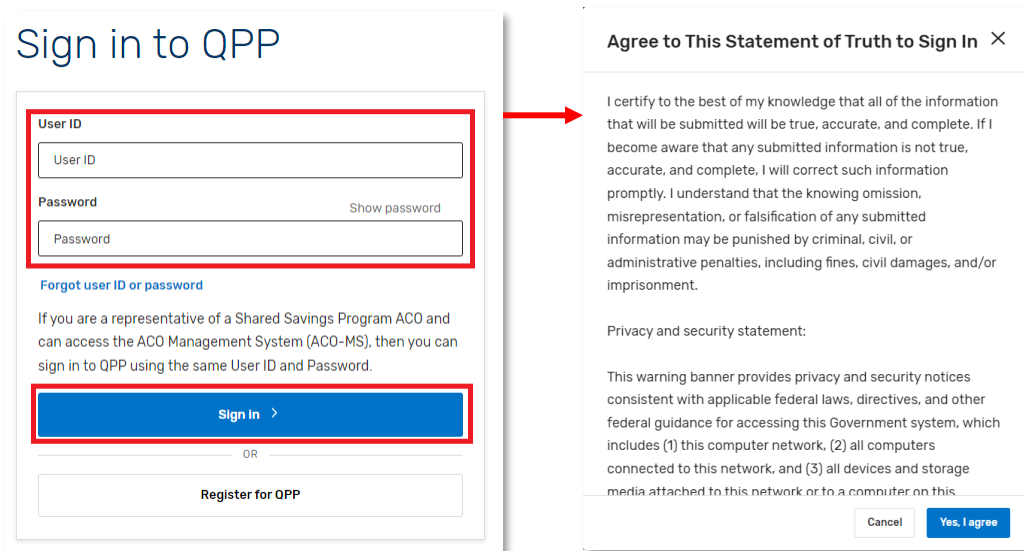
- **Determine Organization Size:** 2-24 clinicians, 25-99 clinicians, or 100 or more clinicians.
- **Contact Information:** First Name, Last Name, Phone Number, and Email.
 - **Note:** You must provide complete information for at least one contact to submit your registration.

III. Access the CAHPS for MIPS Survey Registration System

You'll be able to access the registration system between **April 1, 2025 (10 a.m. ET) and June 30, 2025 (8 p.m. ET)** by signing in to the [Quality Payment Program website](#).

Signing in will allow you to create new registrations, view or delete existing registrations, or modify information for existing registrations for a group, virtual group, or APM Entity. **Reminder:** Subgroups must first complete their [MVP registration](#) and then contact the QPP Service Center by email at QPP@cms.hhs.gov, by creating a [QPP Service Center ticket](#), or by phone at 1-866-288-8292 (Monday through Friday, 8 a.m. – 8 p.m. ET) to complete their CAHPS for MIPS Survey registration.

1. Go to the [Quality Payment Program website](#) and click **Sign In** in the upper right-hand corner.
2. Enter your HARP **User ID** and **Password** in the requested fields and click Sign In.
3. Click **Yes, I agree** for the Statement of Truth.



The image shows two side-by-side screenshots from the QPP website. The left screenshot is titled "Sign in to QPP" and contains a login form with fields for "User ID" and "Password". A red rectangle highlights these two fields. Below the fields is a link "Forgot user ID or password" and a blue "Sign in" button, also highlighted with a red rectangle. Below the button is an "OR" separator and a "Register for QPP" button. The right screenshot is a modal titled "Agree to This Statement of Truth to Sign In". It contains a paragraph of text certifying the truthfulness of the information submitted, a "Privacy and security statement" section, and two buttons at the bottom: "Cancel" and "Yes, I agree". A red arrow points from the "Sign in" button in the left screenshot to the "Yes, I agree" button in the right screenshot.

4. Complete the Two-Factor Authentication

If this is your first time signing in, you'll be prompted to set up **two-factor authentication** which will be completed in your HARP account. You'll select a verification device (i.e., your cell phone) where you want to have your one-time code sent each time you sign in.

If you're a returning user, you'll simply select the registered verification device where you want the one-time code to be sent.

Request a one-time code by selecting your preferred device from the **device dropdown**, click **Send Code**, enter the one-time code, and click **Verify**.

Two-Factor Authentication

The Quality Payment Program requires you to have two-factor authentication setup to sign in. Before you can continue, sign in to HCQIS Access Roles and Profile (HARP) to complete two-factor authentication.

[Setup Two-Factor Authentication >](#)

Step 1. Select device from device drop down and send code.

Two-Factor Authentication

Select a device to verify your account.

Text message to ***-***-8563

[Send Code >](#)

ENTER CODE

ex:123456

[Verify >](#)

[Change verification settings](#)

Step 2. Type in code and verify.

Two-Factor Authentication

CODE SENT TO:

Text message to ***-***-8563 [use a different device](#)

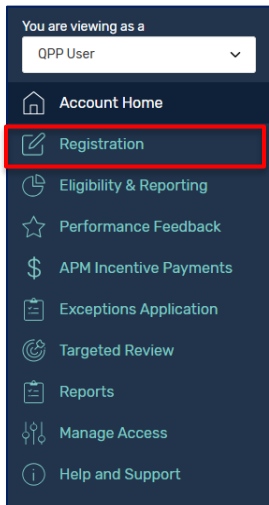
ENTER CODE

ex:123456

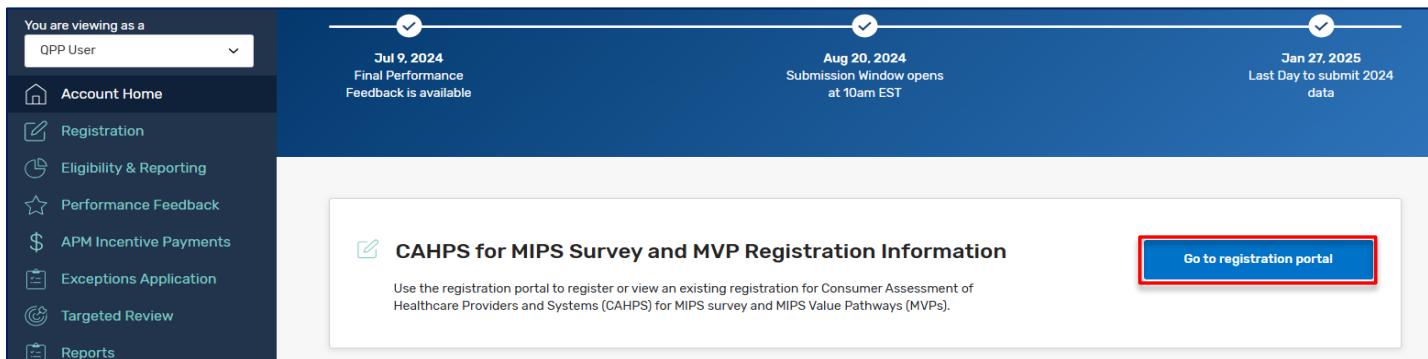
[Verify >](#)

[Change verification settings](#)

5. Select **Registration** from the left-hand navigation panel.



Alternatively, you can select **Go to Registration Portal** from the home screen.



6. From the Registration screen, select **Register or Edit CAHPS Registration**.

Register for an MVP and/or CAHPS for MIPS Survey

You may register to report a MIPS Value Pathway (MVP) and/or to administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS) for MIPS Survey.

MVPs

Register to Report a MIPS Value Pathway (MVP)

You can register to report an MVP January 27, 2025 - January 26, 2026 for the 2025 performance year. Once you register, you can make changes to your MVP registration until January 26, 2026. No changes will be accepted after that date.

Register or edit an MVP registration

CAHPS

Register for the CAHPS for MIPS Survey

You can register to administer the CAHPS for MIPS Survey from January 27, 2025 - January 26, 2026. No changes will be accepted after January 26, 2026.

Register or edit CAHPS registration

7. If you have access to multiple organization types (“practices”, “virtual groups”, “subgroups” or “APM Entities”), you need to select the organization type before you can complete the CAHPS registration for a specific organization.

The screenshot shows the 'Practices' tab selected in the top navigation bar. Below the tab, there is a search bar and a list of practices. The first practice listed is 'Davis Inc' with TIN: 000549237. A blue button labeled 'Register group for CAHPS' is next to the practice name. Below the practice list, there is a 'Subgroups' section with a 'View subgroups' button. A red box highlights the 'Practices' tab, and a red arrow points to the 'Register group for CAHPS' button.

In this example, the user’s account is associated with APM Entities and practices.

After selecting the Practices tab, the user would click **Register Group for CAHPS next to the appropriate practice** to start the CAHPS registration.

You’ll only see tabs for the organization types (APM Entities, Virtual Groups, Practices) associated with your account. Most users will only see one organization type.

If you’ve registered for MVP reporting and registered a subgroup, you can also access any subgroups for the practice.

If you **don’t have the ability to select Register and Edit CAHPS Registration**, then you don’t have the required Security Official role for the connected organization(s). This role is necessary to submit, modify, or delete a registration.

Review the **Connect to an Organization** section in the [Quality Payment Program Access User Guide \(ZIP, 4MB\)](#) for information about obtaining the correct Security Official role.

8. At the top of the Register for CAHPS page, you'll find your unique Registration ID and the number of contacts receiving updates for this registration. You may delete the CAHPS registration at any time during the registration process by clicking the button on the upper right-hand side.

IMPORTANT: Changes made within the registration form will automatically be saved as the registration is completed in real time.

[← Back to CAHPS for MIPS Survey Registration](#)

 Changes will be saved automatically

 [Delete Registration](#)

Registration ID: CR-00000902 | Number of Contacts: 2

[↓ Download Registration Summary](#)



You can update or delete your CAHPS registration through June 30, 2025

* Indicates Required Information

IV. Submit a New Registration for Your CAHPS for MIPS Survey

Please follow the steps below when registering an organization for the first time or re-registering an organization that deleted a previous registration.

If you **don't** see the connected organization you're attempting to register for, you don't have the required Security Official role for that organization. This role is necessary to submit or delete a registration.

Review **Connect to an Organization** in the [Quality Payment Program Access User Guide \(ZIP, 4MB\)](#) for information about obtaining this role.

1. Organization Size

Select the **Organization Size** for the organization you want to register.

Organization Size

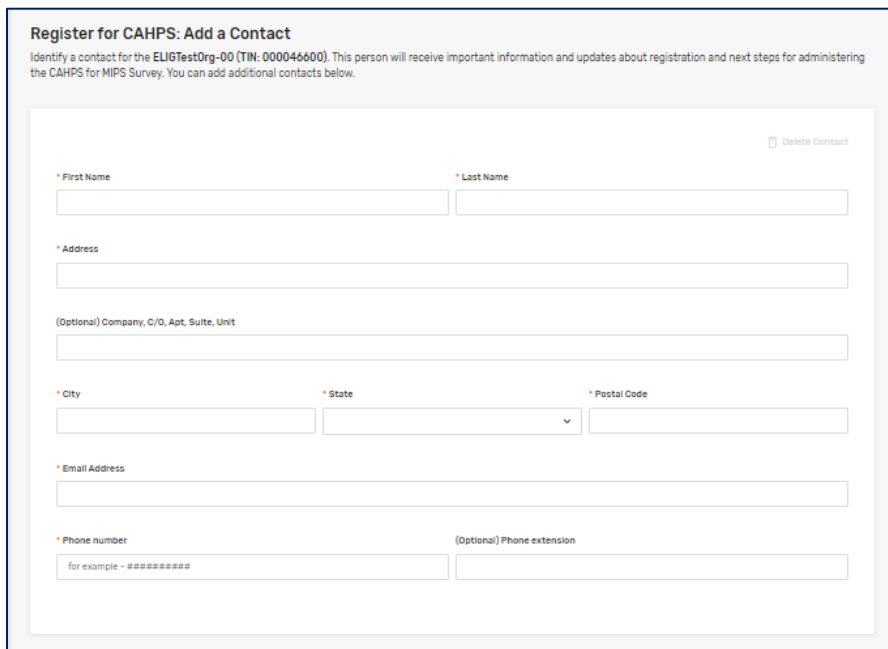
Identify the number of clinicians in your practice.

* Select Size

- ☐ 2 - 24
- ☐ 25 - 99
- ☐ 100 or greater

2. Register for CAHPS: Add a Contact

Identify a contact to complete all required fields for the CAHPS registration marked with an asterisk. The contact will receive important information and updates about the organization's registration and provide next steps for administering the CAHPS for MIPS Survey.



The screenshot shows a web form titled "Register for CAHPS: Add a Contact". Below the title is a brief instruction: "Identify a contact for the ELIGTestOrg-00 (TIN: 000046600). This person will receive important information and updates about registration and next steps for administering the CAHPS for MIPS Survey. You can add additional contacts below." The form contains several input fields: "First Name" and "Last Name" (both marked with an asterisk), "Address" (marked with an asterisk), "(Optional) Company, C/O, Apt, Suite, Unit", "City" (marked with an asterisk), "State" (marked with an asterisk and a dropdown arrow), "Postal Code" (marked with an asterisk), "Email Address" (marked with an asterisk), "Phone number" (marked with an asterisk, with a placeholder "for example - #####"), and "(Optional) Phone extension". A "Delete Contact" link is located in the top right corner of the form area.

You can add additional contacts by using the **+ Add another contact**, at the bottom of the screen. As more contacts are added, the number of contacts will update in the Registration header.

Registration ID: CR-00000902 | Number of Contacts: 2

As you proceed through the registration process, the Registration header will update as all changes are saved in real time.

 **ALL CHANGES SAVED**

3. Registration Confirmation

After a contact has been added with all the required fields, the CAHPS Registration is complete. You may select the CAHPS For MIPS Survey Registration on the left-hand navigation to view your completed registration. The CAHPS Registration Status will now show as **Complete** under the connected organization.

Davis Inc

TIN: 000549237 | 73440 Bridges Cliff Apt. 204 Suite 2777, New Nicole, MN 660778514593281

CAHPS Registration ID: CR-00000902

CAHPS Registration Status: ✓ Complete ?

Group Contacts: 2

[Download Registration Summary](#)

✓ MIPS ELIGIBLE

Subgroups ?

Registered for CAHPS: 0

Edit group CAHPS registration

View subgroups

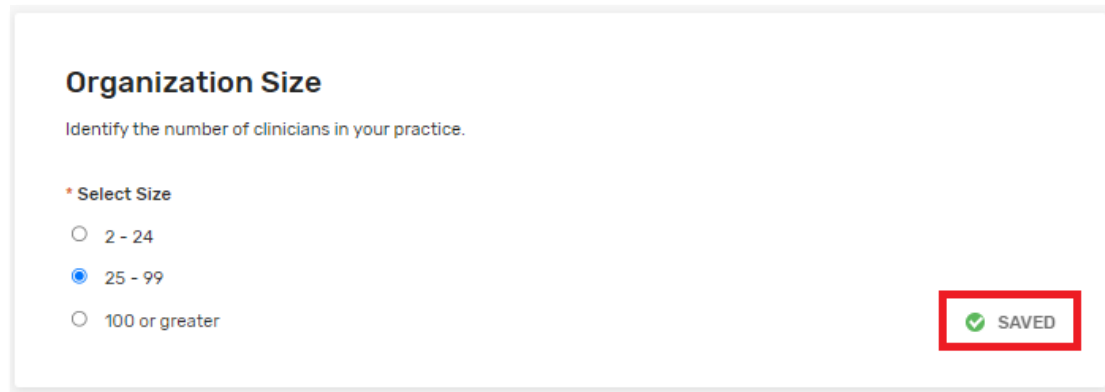
IMPORTANT: A Summary of the Group's CAHPS Registration will be available to download once registration is complete, but a confirmation email **won't** be provided.

V. Modify Information for an Existing Registration

You may modify information for your existing CAHPS for MIPS Survey registration at any time during the registration period between Tuesday, **April 1, 2025, at 10 a.m. ET** and Monday, **June 30, 2025, at 8 p.m. ET**.

Update Organization Size

To edit the size of your organization, select **the appropriate size** option from the list. The application will automatically save the changes made.

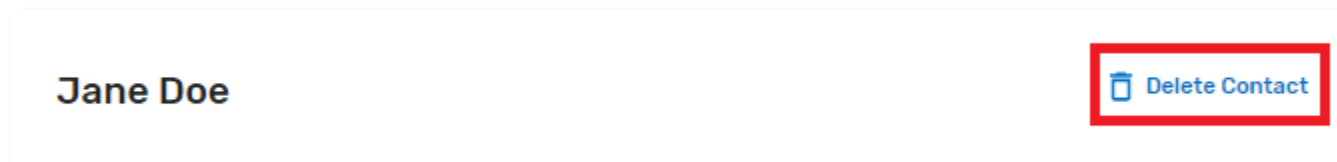


The screenshot shows a form titled "Organization Size" with the instruction "Identify the number of clinicians in your practice." Below this, there is a section labeled "* Select Size" with three radio button options: "2 - 24", "25 - 99" (which is selected), and "100 or greater". A red box highlights a green checkmark icon and the word "SAVED" in the bottom right corner of the form.

Add, Update or Remove Contact Information

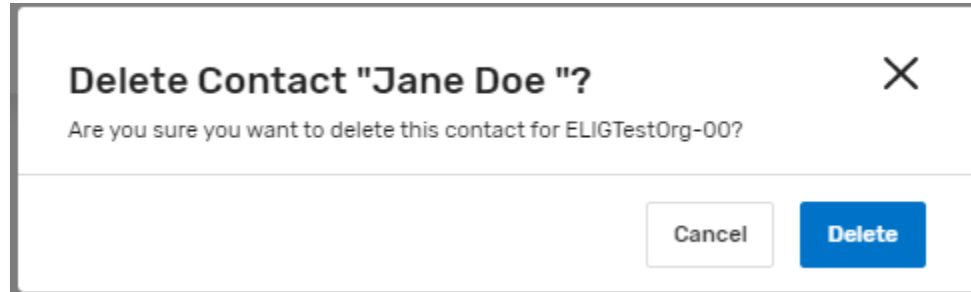
To add, update or remove contact information from your completed registration, choose to edit your group's CAHPS registration and make the necessary changes. The system requires **at least one** contact for a registration. If your organization has one contact identified and the contact needs to be changed, you'll need to edit the existing contact, or you may add a new contact and delete the previous contact.

To delete a contact, select **Delete Contact**.



The screenshot shows a contact information entry for "Jane Doe". To the right of the name, there is a red box containing a trash can icon and the text "Delete Contact".

You'll be asked to confirm the deletion, please select **Delete**.



A confirmation dialog box titled "Delete Contact 'Jane Doe'?" with a close button (X) in the top right corner. Below the title, it asks "Are you sure you want to delete this contact for ELIGTestOrg-00?". At the bottom, there are two buttons: "Cancel" and "Delete".

Add New Contact

You can add additional contacts by using the **+ Add another contact** at the bottom of the screen. As more contacts are added, the number of contacts will update in the Registration header.

Registration ID: CR-00000068 **Number of Contacts: 2**

VI. View your CAHPS for MIPS Survey Registration Summary

You'll have access to view information about the CAHPS for MIPS Survey registrations for all organizations for which you have a Security Official role.

A summary of the CAHPS Registration is available to be downloaded once registration is marked as complete. Select **Download Registration Summary** from the Registration page under the organization.

Davis Inc
TIN: 000549237 | 73440 Bridges Cliff Apt. 204 Suite 2777, New Nicole, MN 660778514593281
CAHPS Registration ID: CR-00000902
CAHPS Registration Status: ✓ Complete ⓘ
Group Contacts: 2
[Download Registration Summary](#)
✓ MIPS ELIGIBLE

[Edit group CAHPS registration](#)

A **green checkmark** indicates there's a complete registration.

CAHPS Registration Status: ✓ Complete

A **red x** indicates the registration is incomplete.

CAHPS Registration Status: ✗ Incomplete

No status information indicates no registration has been started.

Rutherford, Wehner and Beier

TIN: 000007947 | 65373 Corwin Mountains Apt. 195, West Tristonchester, MD
232726177

✓ MIPS ELIGIBLE

[Register group for CAHPS](#)

On the CAHPS for MIPS Survey Registration page, you can filter and search by the registration status to find the status of connected organizations' registrations.

CAHPS for MIPS Survey Registration

Virtual Groups Practices

Practices

Select one of the Practices below to register for the CAHPS for MIPS Survey.

Filter
All
Completed registration
Incomplete registration
Not registered

Search
Search by Practice Name

Important

- Groups, subgroups, virtual groups, and APM Entities (including Shared Savings Program ACOs) will receive instructions from CMS on how to authorize a CMS-approved vendor after the registration period closes.
- CMS will produce your patient sample and send it to the vendor you authorize.
- Once you authorize a survey vendor, we'll proceed with data collection, and you'll be accountable for the costs associated with administering the survey.
- This also applies to MVP participants who register for CAHPS as part of their MVP reporting, even if you update or cancel your MVP registration after June 30, 2025.

VII. Delete Your Registration for the CAHPS for MIPS Survey

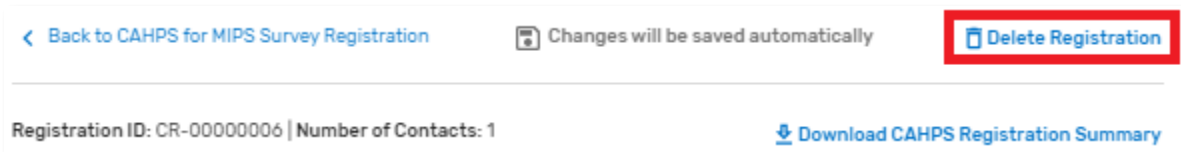
If your organization wants to delete your completed CAHPS for MIPS Survey registration, you can log in and delete your registration any time before the registration period closes on **June 30, 2025, at 8 p.m. ET**.

If you want to re-register the organization during the 2025 registration period after deleting your registration, please refer to [Section IV: Submit a New Registration for the CAHPS for MIPS Survey](#) of this guide.

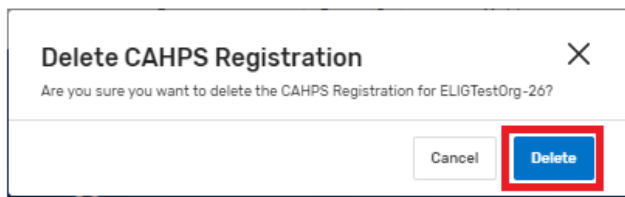
Delete Registration

1. Complete the steps in [Section III: Access the CAHPS for MIPS Survey Registration System](#) of this guide to access your CAHPS for MIPS Survey registration.

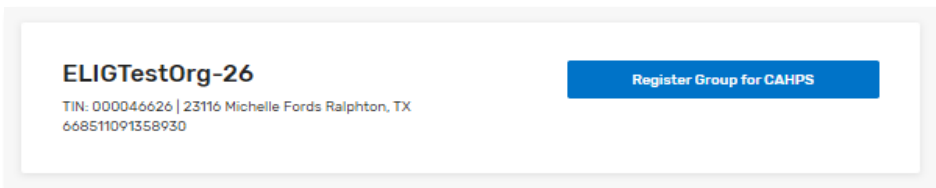
Select **Delete Registration** for the appropriate registration you want to delete.



2. Once you select **Delete Registration**, you'll be required to confirm your decision by selecting **Delete** to successfully delete your registration.



When you return to the list of Connected Organizations, you should see that the organization is no longer registered for the CAHPS for MIPS Survey.



Note: If you didn't intend to delete the organization's registration, please follow the guidance in [Section IV: Submit a New Registration for the CAHPS for MIPS Survey](#) of this guide to re-register your organization before the 2025 registration period closes on June 30, 2025, at 8 p.m. ET.

VIII. For More Information

Where Can You Go for Help?

Contact the Quality Payment Program Service Center by email at QPP@cms.hhs.gov, by creating a [QPP Service Center ticket](#), or by phone at 1-866-288-8292 (Monday through Friday, 8 a.m. – 8 p.m. ET). To receive assistance more quickly, please consider calling during non-peak hours – before 10 a.m. and after 2 p.m. ET.

- People who are deaf or hard of hearing can dial 711 to be connected to a TRS Communications Assistant.

Visit the [Quality Payment Program website](#) for other [help and support](#) information, to learn more about [MIPS](#), and to check out the resources available on the [Quality Payment Program Resource Library](#).

IX. Version History

Date	Change Description
04/01/2025	Original version

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1222. The time required to complete this information collection is estimated to average 0.25 hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

****CMS Disclosure**** Please do not send applications, claims, payments, medical records or any documents containing sensitive information to the PRA Reports Clearance Office. Please note that any correspondence not pertaining to the information collection burden approved under the associated OMB control number listed on this form will not be reviewed, forwarded, or retained. If you have questions or concerns regarding where to submit your documents, please contact QPP@cms.hhs.gov.