

Merit-based Incentive Payment System (MIPS): 2020 Consumer Assessment of Healthcare Providers and Systems (CAHPS) for MIPS Conditionally Approved Survey Vendors

The Centers for Medicare & Medicaid Services (CMS) has **conditionally** approved the survey vendors listed below to administer the CAHPS for MIPS Survey for 2020. As conditionally approved survey vendors, these organizations have demonstrated the facilities, project experience, and staff expertise that are required to conduct the 2020 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 CAHPS for MIPS Survey vendors approved by CMS to administer the 2020 survey will be made publicly available no later than July 28, 2020. 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 2020 CAHPS for MIPS Survey vendors. Groups and virtual groups 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 does not represent an endorsement by CMS of any particular survey vendor. For more information about the CAHPS for MIPS Survey, refer to the [2020 CAHPS for MIPS Survey Overview Fact Sheet](#) and additional CAHPS for MIPS Survey resources on the [Quality Payment Program Resource Library](#).

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



2020 CAHPS for MIPS 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 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	Kylee Hasenauer	1245 Q Street Lincoln, NE 68508	402-475-2525	khasenauer@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 Associates	Danielle Clark	404 Columbia Place 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@prccustomresearch.com	www.prccustomresearch.com

Organization Name	Point of Contact	Address	Phone Number	Email Address	Organization Website Address
SPH Analytics	Aaron Schmitt	4150 International Plaza, Suite 900 Fort Worth, TX 76109	630-991-1564	Aaron.Schmitt@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 Nine Mile Road, Suite 202 Novi, MI 48375	248-344-7572	lori@surveyvitals.com	www.surveyvitals.com