

**Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey
for the Merit-Based Incentive Payment System (MIPS)
CMS 10450, OMB Control Number 0938-1222
Changes To Vendor Participation Form**

- Change #1 – Item Survey Project #1 has been revised to add the following text: “In which mode(s) did you administer the survey (web-mail-phone, mail only, telephone only, mail-phone, etc.)?” The revision collects information in support of web administration of the CAHPS for MIPS Survey.
- Change #2 – Item Survey Project #2 has been revised to add the following text: “In which mode(s) did you administer the survey (web-mail-phone, mail only, telephone only, mail-phone, etc.)?” The revision collects information in support of web administration of the CAHPS for MIPS Survey.
- Change #3 – Item Survey Project #3 has been revised to add the following text: “In which mode(s) did you administer the survey (web-mail-phone, mail only, telephone only, mail-phone, etc.)?” The revision collects information in support of web administration of the CAHPS for MIPS Survey.
- Change #4 – Item Survey Project #4 has been revised to add the following text: “In which mode(s) did you administer the survey (web-mail-phone, mail only, telephone only, mail-phone, etc.)?” The revision collects information in support of web administration of the CAHPS for MIPS Survey.
- Change #5 – Item Survey Project #5 has been revised to add the following text: “In which mode(s) did you administer the survey (web-mail-phone, mail only, telephone only, mail-phone, etc.)?” The revision collects information in support of web administration of the CAHPS for MIPS Survey.
- Change #6 – Item 2.1.d has been revised to replace the term “Mixed-Mode methodology” with “mail-phone methodology” The revision clarifies an existing item.
- Change #7 – New item 2.1.e: “For at least 3 of the past 5 years, have you administered web-mode surveys (web survey administration followed by mail survey or CATI administration with non-respondents)?” The new item collects information required by the CY 2026 Physician Fee Schedule Final Rule.
- Change #8 – Item 2.2.a has been revised to add the following text: “Web Survey Manager who has administered web mode surveys that include follow-up of non-response via mail survey or CATI for at least 3 years; and Web Survey Programmer with survey experience for a minimum of 1 year.” The revision collects information in support of web administration of the CAHPS for MIPS Survey.
- Change #9 – Item 2.2.c.1 has been revised to replace the text “Mixed-Mode of survey administration: Your organization will be given the mail and telephone versions of the CAHPS for MIPS Survey in electronic form for cover letters. Can your organization print and copy the survey materials in accordance with the specifications and timeline provided, use commercial software/resources to ensure that the addresses and telephone numbers are up-to-date for all the sample patients, and keep the information that identifies the people taking part in the survey confidential?” with the text “Web-Mail-Phone survey administration: Your organization will be given the web, mail, and telephone versions of the CAHPS for MIPS Survey in electronic form and text for web survey invitations (letters and

emails) and survey cover letters. Can your organization: Generate and send emails, print and copy survey materials, and program electronic data collection in accordance with the specifications, templates, and timeline provided; and Use commercial software/resources to ensure that the addresses and telephone numbers are up-to-date for all sampled patients; and Process survey returns and remove applicable records from additional outreach; and Keep the information that identifies the people taking part in the survey confidential?" The revision collects information in support of web administration of the CAHPS for MIPS Survey.

- Change #10 – Item 2.2.g has been revised to replace the text “toll-free customer telephone support” with the text “customer support via email and phone.” The revision collects information in support of web administration of the CAHPS for MIPS Survey.
- Change #11 – Item 2.3.a has been revised to add the following text: “web survey administration via https.” The revision collects information in support of web administration of the CAHPS for MIPS Survey.
- Change #12 – Item 2.3.b has been revised to add the following text: “web email and letter production.” The revision collects information in support of web administration of the CAHPS for MIPS Survey.
- Change #13 – Item 3.1.a has been revised to add the following text: “Web Survey Manager (Staff Name, Email, Telephone), Web Survey Programmer (Staff Name, Email, Telephone).” The revision collects information in support of web administration of the CAHPS for MIPS Survey.
- Change #14 – New item 4.1: “Cost of Survey Administration: Please indicate a minimum and maximum dollar value associated with the range of costs for administration of the CAHPS for MIPS Survey in English and Spanish using the mail-phone survey administration protocol detailed in the CAHPS for MIPS Survey Quality Assurance Guidelines Version 2027 for a sample of 860 patients. The minimum and maximum values you enter will be reported together as a cost range. Indicate whether the dollar values entered above are: Per sampled patient, Per sample of 860 patients.” The new item collects information required by CY 2025 Physician Fee Schedule Final Rule.
- Change #15 – New item 4.2: “Cost of Optional Translation: Please indicate a minimum and maximum dollar value associated with the range of costs for a group, subgroup, virtual group, or APM Entity (including Shared Savings Program ACOs) to include one of the optional language translations provided by CMS. Dollar values should indicate the range of costs that would be added to the cost of survey administration using the required languages of English and Spanish. The minimum and maximum values you enter will be reported together as a cost range. Indicate which language or languages are included in the dollar values entered above. Indicate whether the dollar values entered above are: Per sampled patient, Per sample of 860 patients.” The new item collects information required by CY 2025 Physician Fee Schedule Final Rule.