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Comment On: CMS-2026-1684-0001

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey for Merit- based Incentive Payment Systems (MIPS) (CMS-10450)

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Comment on CMS-2026-1684-0001

Submitter Information

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General Comment

I support efforts to improve patient experience reporting and physician quality performance, but I believe CMS should make sure the survey process does not create unnecessary administrative burden for providers and survey vendors. Adding web-based survey options is a positive step because it can improve efficiency, reduce delays and make participation easier for both patients and vendors. Many patients are more likely to respond through faster and more convenient online options rather than traditional mail or phone methods.

At the same time, CMS should continue keeping the process simple and avoid adding excessive requirements that take time away from patient care. Quality reporting is important, but it should support better care, not create more administrative stress for healthcare teams. A balanced approach that improves patient feedback while reducing unnecessary burden would make this system more effective.