

# Medicaid and CHIP State Agency and Health Plan Participation in the 2024 AHRQ CAHPS® Health Plan Survey Database

## The Opportunity

The Center for Medicaid and CHIP Services (CMCS) is identifying ways to reduce state burden, streamline Core Set reporting for States, and improve the completeness, transparency, and comparability of data reported across States.

To that end, CMCS collaborates with the Agency for Healthcare Research and Quality (AHRQ) to streamline reporting of Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health survey measures included in the Adult and Child Core Sets from the CAHPS Health Plan Survey Database. The AHRQ CAHPS Health Plan Survey Database is composed of survey data voluntarily submitted by States and health plans that administer these surveys to adult and child Medicaid and Children's Health Insurance Program (CHIP) beneficiaries Database.

CMCS is encouraging all Medicaid and CHIP State agencies and health plans to participate in the 2024 AHRQ CAHPS Database.

## The Benefits of Participation

State Medicaid and CHIP agencies and health plans that voluntarily submit their data to the AHRQ CAHPS Database will receive:

- A private, free customized CAHPS Database feedback report in Excel that displays their own CAHPS survey results compared to overall results in the AHRQ CAHPS Database, including plan- level case-mix adjusted tests of statistical differences for each survey composite measure and question.
- Access to free technical assistance provided by AHRQ through its contractor to support data submission and to facilitate the access and use of other AHRQ CAHPS Database reporting products, including:
  - [Chartbooks](#) that present summary-level results, as well as trend results for top-box scores.
  - The [CAHPS Data Tool](#) that allows users to view, download, and print survey results.
  - [Research datasets](#) that provide de-identified data for patient experience research purposes. De-identified research datasets are only granted for approved research proposals.

## How to Participate

In 2024, the AHRQ CAHPS Database will accept submissions of data from surveys administered between July 1, 2023 and June 28, 2024. The [Online Submission System](#) for 2024 will **open on June 3, 2024 and close on June 28, 2024**.

States and health plans that collect CAHPS data should register directly with the Online Submission System and submit the following three items:

1. A signed Data Use Agreement (DUA) including authorization for AHRQ and CMCS to present State-level Medicaid and/or CHIP CAHPS Health Plan Survey results (that do not identify individual plans by name) in their respective public reporting products on [AHRQ.gov/CAHPS](https://www.ahrq.gov/CAHPS) and [Medicaid.gov](https://www.Medicaid.gov).
2. The CAHPS survey instrument(s) that were used to collect your data.
3. A file with the survey data formatted according to required specifications.

States that do not collect their own CAHPS data should encourage their contracted health plans/MCOs to submit CAHPS data following the steps above. Health plans submitting data will be asked for permission to inform their State agency that they are participating in the Database.



All data submitted are safeguarded and kept confidential. No information identifying the plan name is ever made public without the express authorization of the contributing organization.

## More Information and Resources



**CAHPS Database Website**  
[https://cahpsdatabase.ahrq.gov/default\\_landing.aspx](https://cahpsdatabase.ahrq.gov/default_landing.aspx)

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**Database TA** | 1-888-808-7108  
[CAHPSDatabase@westat.com](mailto:CAHPSDatabase@westat.com)

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**AHRQ CAHPS Database Updates**  
<https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new>



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