

The HCBS CAHPS® Survey Database: Comparative Data for States Administering the HCBS CAHPS Survey

The Opportunity

The CAHPS® Home and Community-Based Services Survey (HCBS CAHPS) was developed by the Centers for Medicare & Medicaid Services (CMS) for voluntary use by state Medicaid programs to help evaluate, compare, and improve the quality of services provided by both fee-for-service HCBS and managed long-term services and supports programs. CMS is collaborating with the Agency for Healthcare Research and Quality (AHRQ) to develop and operate a new HCBS CAHPS Database that will facilitate comparisons of HCBS CAHPS survey findings by individual states and HCBS program types. Participation is free and open to all states on a voluntary basis.

The Benefits of Participation

States that administer HCBS CAHPS and contribute their data to the HCBS CAHPS Database will:

- Receive a **private, customized feedback report** that compares their state and individual program type results to overall findings aggregated across all HCBS CAHPS Database participants.
- Receive access to technical assistance provided by AHRQ through its contractor to support data submission and facilitate **access and use of other HCBS CAHPS Database reporting products** for quality improvement and research, including:
 - ▶ An Online Reporting System that allows users to view, download, and print custom reports of survey results.
 - ▶ Research datasets that provide de-identified data for approved research purposes.

The HCBS CAHPS Database is expected to be operational in 2020.

About the HCBS CAHPS Survey

The [HCBS CAHPS Survey](#) is designed to measure the experience of adult Medicaid beneficiaries who receive home and community-based services delivered by state-funded programs. The HCBS CAHPS survey assesses aspects of home and community-based services that beneficiaries indicated are most important to them. Survey questions allow beneficiaries to report on their experiences with topics that include:

- Staff reliability and helpfulness
- Staff communication and respect
- Case manager helpfulness
- Choosing the services that matter to them
- Transportation to medical appointments
- Personal safety and respect
- Planning their time and activities

The cross-disability survey is designed to be administered by a trained interviewer in person or by telephone. States may administer the survey directly or contract with a survey vendor to administer the survey. Detailed guidance for survey administration and vendor contracting is available at [CAHPS® Home and Community-Based Services Survey](#) on Medicaid.gov.

Further Information and Resources

For more information about the HCBS CAHPS Survey, contact HCBS-CAHPS@cms.hhs.gov. For more information on the HCBS CAHPS Database, contact HCBSCAHPSDatabase@westat.com or by phone at 1-855-580-4657.