

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



## The Opportunity

The [Consumer Assessment of Healthcare Providers and Systems Home and Community-Based Services \(HCBS CAHPS®\) Survey](#) was developed by the Centers for Medicare & Medicaid Services (CMS) for 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. The [HCBS CAHPS Survey Database](#) was established in 2022 by the Agency for Healthcare Research and Quality (AHRQ) in partnership with CMS to facilitate comparisons of HCBS CAHPS survey data voluntarily submitted by individual state Medicaid agencies and managed care plans that administer the survey. Participation is free and open to all states and managed care plans on a voluntary basis.

## Benefits of Participation

- A **private, customized feedback report** that compares their state or managed care plan and individual program type results to overall findings aggregated across all HCBS CAHPS Survey Database participants
- Access to technical assistance provided by AHRQ through its contractor to support data submission and facilitate **access to and use of other HCBS CAHPS Database reporting products** for quality improvement and research, including:
  - An annual [Chartbook](#) which presents summary-level survey results
  - [Research datasets](#) that provide de-identified data for approved research purposes

## Timeline for Submission and Reporting

The HCBS CAHPS Survey Database operates on an annual submission and reporting cycle. The submission period for 2026 will open on Aug. 3, 2026, and close on Aug. 21, 2026. All HCBS CAHPS survey data collected during the 2025 calendar year will be accepted. Private feedback reports and the annual Chartbook will be available in early 2027.

## How To Participate

States and managed care plans that choose to participate will need to submit the following three documents through the [HCBS CAHPS Online Submission System](#):

1. A signed [Data Use Agreement](#) (DUA) that includes optional authorization for AHRQ to release the data submitted to CMS for various reporting purposes
2. The HCBS CAHPS Survey instrument(s) used to collect the data
3. A file with the survey data formatted according to required specifications

All data submitted are safeguarded and kept confidential. No identifiable information will ever be disclosed without the express authorization of the contributing organization.

## Further Information and Resources

For more information about the HCBS CAHPS Survey, contact [HCBS-CAHPS@cms.hhs.gov](mailto:HCBS-CAHPS@cms.hhs.gov). For more information on the HCBS CAHPS Database, contact [HCBSCAHPSDatabase@westat.com](mailto:HCBSCAHPSDatabase@westat.com) or call 1-855-580-4657. To receive updates from the AHRQ CAHPS Database, please sign up for [GovDelivery announcements](#).



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