Clinician and Group CAHPS (CGCAHPS) Frequently Asked Questions

Q: What is the CGCAHPS survey?
A: The Clinician & Group (CG) Consumer Assessment of Healthcare Providers and Systems is a standard survey developed by the Agency for Healthcare Research and Quality (AHRQ) to assess patient perceptions of care provided by physicians and medical groups in doctors’ offices. The questions can be used in both primary care and specialty care settings.

Q: What does the CGCAHPS survey measure?
A: Items within the CGCAHPS survey instruments can be used to measure patients' perceptions of care on the quality of physician communication, getting appointments and health care when needed, courtesy and helpfulness of office staff, care coordination and overall rating of the doctor.

Q: Is CGCAHPS data publicly reported?
A: CGCAHPS data is not publicly reported by CMS. However, practices can voluntarily submit their data to the AHRQ CAHPS Database, which is a free online reporting system for some CAHPS data. CMS is not currently involved in AHRQ’s public reporting of this voluntarily-submitted data. Due to the voluntary nature of the AHRQ CAHPS Database, the number of sites comprising the AHRQ Database is small compared to the Press Ganey CGCAHPS database. In addition, the AHRQ Database is only updated once each year.

Q: Is reimbursement tied to CGCAHPS participation and is it required?
A: The CGCAHPS survey itself is not required as part of any Medicare quality reporting program, but the CGCAHPS survey serves as the basis for the ACO CAHPS and MIPS CAHPS surveys. CGCAHPS is also used as part of the voluntary Oncology Care Model (OCM) Advanced Alternative Payment Model (APM). Practices that are voluntarily participating in the OCM Advanced APM have the potential to earn a performance-based payment based partly on their performance on the CGCAHPS survey. In addition, groups using the CGCAHPS survey can attest to this surveying for points in the MIPS Clinical Practice Improvement Activities category, which would contribute to their MIPS total performance score and therefore their Medicare payment. However, if your group is not using CGCAHPS as an Improvement Activity in MIPS or participating in the OCM Advanced APM, CGCAHPS is not linked to payment.

Q: If CGCAHPS is not required, why should we use it?
A: Based on experience with other CAHPS programs, Press Ganey research shows organizations that start measuring early outperform those clients who start CAHPS surveys during national implementation. Early data collection with the CAHPS survey can position your organization for optimal performance in advance of official programs.