

# IPES TRANSITION TO CAHPS SURVEY

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December 19, 2024



# Background

Currently the state utilizes a participant experience survey called the Iowa Participant Experience Survey (IPES) to gather input from members regarding their satisfaction with services, case management, and providers.

As part of the Ensuring Access to Medicaid Services Final Rule (CMS-2442-F) states are required to utilize a participant experience survey from a list of approved tools.

The state has chosen to utilize the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey tool from the approved list of tools.

# CAHPS

- ▶ The CAHPS survey will be implemented for use effective January 1, 2025.
- ▶ The survey will be administered by Managed Care Organizations (MCO) and HHS's Quality Improvement Organization (QIO) HCBS by phone.
- ▶ Participants are randomly selected, and their participation is anonymous.
  - Participation is not required. However, data gathered during the survey will provide valuable insight to participant satisfaction.
- ▶ Data gathered from the completed surveys will be shared with Centers for Medicare and Medicaid Services (CMS) and the state.



# Resources

Access to Medicaid Services  
Final Rule (CMS-2442-F)

<https://www.cms.gov/newsroom/fact-sheets/ensuring-access-medicaid-services-final-rule-cms-2442-f>



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# Questions

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