

Medallia

Medallia Regulatory Suite

Achieve CMS compliance while increasing engagement and building trust with human-centered experiences



Medallia provides healthcare organizations with a seamless solution to achieve CMS compliance across all CAHPS programs, avoid reductions in Medicare and Medicaid reimbursements, and ensure consistent delivery of exceptional patient experiences.

Medallia is a CMS-authorized, multi-CAHPS-approved vendor with extensive experience conducting patient surveys. Our comprehensive CAHPS solutions ensure healthcare organizations satisfy CMS requirements across all mandatory programs from implementation to data submission.

In addition, Medallia supports integrating regulatory performance measures with valuable real time feedback to drive and improve CAHPS scores. This enables healthcare organizations to holistically capture the patient experience journey to build patient trust, drive clinical improvements, and improve health outcomes.

Medallia is approved to administer the following CAHPS surveys:

- Hospital (HCAHPS)
- Outpatient and Ambulatory Surgery (OAS CAHPS)
- CAHPS Hospice
- Home Health (HH CAHPS)
- In-Center Hemodialysis (ICH CAHPS)
- Medicare Advantage and Prescription Drug Plan CAHPS Survey (MA PDP CAHPS)
- CAHPS for Merit-Based Incentive Payment System (MIPS)

Medallia supports multiple CMS-approved survey methodologies including Mail Only, Telephone Only, Mixed Mode, and Web-based

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Our distinctive Regulatory Suite enables healthcare organizations to implement and meet CMS requirements. By leveraging the Medallia Experience Cloud™ platform, organizations can:

- Capture leading indicators to predict and improve lagging CAHPS measures
- Analyze CAHPS and real-time data in one seamless solution
- Identify actionable insights to drive meaningful change

Learn more about our Medallia's Healthcare solutions: www.medallia.com/solutions/healthcare