

Designated Vendors

Patient Experience Matters

The following vendors have been selected by the Dirigo Health Agency (DHA) to administer a CG-CAHPS experience survey to patients served by primary care and specialty practices in Maine. Practice sites wanting to participate in this voluntary initiative and receive **subsidies up to \$8.60 per completed survey** must contract with a designated vendor and agree to have survey results publicly reported.

Avatar International

Whitney Shafar

800.282.8274

wshafar@avatar-intl.com

Status: NCQA Certified

Survey method: Mail 2 waves +1 phone

Bid price per completed survey: \$9.55

(negotiable; exclusive of subsidy)

Metrix Matrix, Inc.

Brian Malady

888.865.0065 ext 101

bmalady@metrixmatrix.com

Status: NCQA Certified

Survey method: Mail Mode

Bid price per completed survey: \$8.95

(negotiable; exclusive of subsidy)

NRC Picker

Adam Waggoner

402.475.2525

awaggoner@NRCPicker.com

Status: CMS certified HCAHPS Vendor

Survey method: Two-wave mail

Bid price per completed survey: \$7.50

(negotiable; exclusive of subsidy)

For more information about this initiative, please contact:

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