

The Myers Group Announces Medicare CAHPS Survey Vendor Approval

ATLANTA, GA – August 2010 – The Myers Group, a nationally recognized health care survey research firm, is pleased to announce our status as a CMS-approved Medicare CAHPS Survey vendor. This approval is contingent upon The Myers Group's successful completion of CMS' vendor training scheduled for November 2010.

Beginning in 2011, CMS will no longer administer the Medicare CAHPS Survey and will require Medicare Advantage (MA) and Part D plans, with at least 600 enrollees (as of July 1, 2010), to contract with a CMS-approved Medicare CAHPS Survey vendor. The Medicare CAHPS Survey is designed to measure MA program members' experience and satisfaction with their plan in the areas of services provided and quality of care.

As a CMS-approved Medicare CAHPS survey vendor, The Myers Group will provide MA plans with valid and reliable survey results and insightful analysis. In addition, the company will offer informational Webinars, regular updates, and valuable resources to help plans prepare for and conduct the Medicare CAHPS Survey.

According to Roseann Carothers, The Myers Group's Director of Corporate Development and Product Manager for Medicare CAHPS, "As a CMS-approved Medicare CAHPS survey vendor, this gives us the opportunity to provide MA plans with the resources and information they need to impact quality and improve patient care."

The Myers Group, which is currently an NCQA-certified CAHPS® and Medicare Health Outcomes Survey (HOS) vendor, offers a comprehensive line of survey products for the health care community. With extensive experience conducting CAHPS and studies for the Medicare population, the Medicare CAHPS Survey complements the company's core strength in providing dependable survey research and analysis.

For additional information and/or resources regarding the Medicare CAHPS Survey contact: Medicare-CAHPS@themyersgroup.net

About The Myers Group

The Myers Group is has been a leader in health care survey research and survey design since 1993, employing traditional methodologies as well as innovative technologies in data collection, analysis, and reporting. With extensive experience in survey administration, survey methodologies, and comprehensive analysis of survey data, The Myers Group conducts valid and reliable survey research for managed care organizations (MCOs), government agencies, health care organizations, public agencies, and State QIOs. For additional information about The Myers Group, please contact Clarissa Payne at 770-978-3173 x 1360. www.themyersgroup.net