Medicare and Medicaid, along with other federal health insurance programs like the Children’s Health Insurance Program account for more than 20 percent of the federal budget. Ensuring the quality, accessibility, and cost-effectiveness of care is paramount to the Centers for Medicare & Medicaid Services (CMS) and other agencies involved in administering these programs, as well as to health plans, providers and patients.

NORC’s long partnership with CMS spans a wide variety of projects, including surveys, technical assistance, and evaluation research. In 2014, NORC launched the National Medicaid Consumer Assessment of Health Care Providers and Systems, the first-ever nationwide survey of adults enrolled in Medicaid. NORC also conducts the Medicare Current Beneficiary Survey for CMS, which provides critical information on health care access, use, living arrangements, and spending by Medicare enrollees, and informs program policymaking.

Representative Projects

**Home and Community-Based (HCB) Settings Characteristics Contract**

The Centers for Medicare & Medicaid Services (CMS) Division of Long-Term Services and Supports (LTSS) is implementing new, national regulations to ensure Medicaid beneficiaries receive LTSS while maintaining appropriate access to the community, consistent with their preferences. NORC is developing tools, protocols, and guidance to assist CMS and states in the consistent and accurate implementation of these requirements. To assess state compliance, NORC is reviewing Statewide Transition Plans and conducting on-site reviews of HCB settings. NORC is also tracking states’ progress toward implementation, compiling best practices and lessons learned, and submitting reports to CMS to inform future policy decisions.

**Uniform Assessment Tools for Long-Term Services and Supports (LTSS)**

For the Medicaid and CHIP Payment and Access Commission, NORC identified and documented characteristics of state Medicaid assessment tools used to determine eligibility for LTSS
Financial Alignment Initiative Operations Support
NORC and its partners collaborate with the Centers for Medicare & Medicaid Services to support the implementation of state demonstration programs that are testing new approaches to providing integrated, high-quality care to the dual-eligible population. NORC has conducted readiness assessments of demonstration states and health plans, and monitors states' and health plans' progress, educates stakeholders and consumers on the demonstrations, tracks and analyzes public comments, and provides project management expertise.

Medicare Accountable Care Organizations’ (ACO) Use of Shared Decision-Making and Patient Engagement Strategies
Medicare Payment Advisory Commission retained NORC to evaluate the extent to which ACOs have applied shared decision-making and other types of patient engagement strategies. As part of this project, NORC summarized literature and press coverage of the Pioneer ACO demonstration and its first year results. NORC also conducted structured interviews with staff at approximately 30 ACOs to discuss their decision-making process and challenges in fulfilling the program goals.

Start a conversation. Contact us.
Adil Moiduddin
Vice President, Health Care
moiduddin-adil@norc.org
(301) 634-9419

Jeffrey Hackett
Director of Business Development
hackett-jeffrey@norc.org
(312) 759-4266

NORC at the University of Chicago is an independent research institution that delivers reliable data and rigorous analysis to guide critical programmatic, business, and policy decisions.