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DATE: May 29, 2020

TO: All Medicare Advantage Organizations

FROM: Amy Larrick Chavez-Valdez, Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: 2019 Medicare Health Outcomes Survey (HOS) Baseline Reports and Medicare HOS-Modified (HOS-M) Reports

The Medicare Health Outcomes Survey (HOS) Team is pleased to announce the availability of the following reports and data for participating Medicare managed care plans:

- *2019 Medicare HOS Cohort 22 Baseline Report*
- *2019 Medicare HOS-Modified Report*

Medicare HOS Version 3.0

The *Medicare HOS 2019 Cohort 22 Baseline Report* includes results from the Medicare HOS version 3.0, as implemented for Medicare Advantage Organizations (MAOs) by CMS in the spring of 2019 (see the August 16, 2018 HPMS memo titled “2019 Reporting Requirements for HEDIS[®], HOS and CAHPS[®] Quality Measures”). The HOS 3.0 evaluates physical and mental health status using the Veterans RAND 12-Item Health Survey. Modifications to the survey included: changes to questions about leakage of urine, osteoporosis testing, sleep, and primary language. The HOS 3.0 uses a two column layout for each page to reduce beneficiary burden.

2019 Cohort 22 Baseline Report

The HOS Baseline Report is intended to help MAOs identify opportunities to improve their HOS results. The information is displayed so that it indicates where beneficiaries are doing poorly and identifies subgroups where the MAO performance differs from the national average (HOS Total). Information on the HOS HEDIS[®] measures used in the Medicare Star Ratings is also included in the report. Each MAO report zip file also includes a summary data file with contract-level responses to each HOS question and demographic data related to the report. HOS summary measures from each report used in the Medicare Star Ratings are included in this file.

Use of HOS Data

CMS encourages each MAO to examine their results. Readers may visit the HOS website at www.HOSonline.org for information, webinars, and additional resources addressing how the

HOS data can be used by MAOs to target quality improvement activities. The HOS Baseline Report is intended to provide information for each MAO to use in designing an improved health care delivery system to better meet the needs of the beneficiaries in the plan. Aggregate and state level information is provided to each MAO for their own internal review.

2019 Medicare HOS-Modified Report

The HOS-M, which is an abbreviated version of the Medicare HOS, assesses the physical and mental health functioning of enrollees in Program of All-Inclusive Care for the Elderly (PACE) organizations and generates information for payment adjustment.

The HOS-M Report focuses on specialized plans serving frail and elderly beneficiaries, and provides a summary of demographic information, physical and mental health status, and selected health status measures. Additionally, in each respective plan report, the health status of the plan's frail and elderly enrollees is compared to the combined Medicare HOS-M sample averages (HOS-M Total). CMS encourages each participating PACE organization to examine their results for use in quality improvement activities.

Distribution of Reports

Reports are distributed electronically to participating MAOs and PACE organizations through the Health Plan Management System (HPMS). To access your organization's reports, from the top navigation bar select "Quality and Performance," then "HOS," and then "Baseline Reports" or "HOS-M Feedback Reports." The HOS Baseline Reports are available in HPMS for *Cohorts 19-22*. The HOS-M Reports are available in HPMS for years 2016-2019.

Please note that if your MAO did not participate in the *2019 Cohort 22 Baseline* or *2019 HOS-M*, there are no plan-specific reports for your organization.

For a general overview of the Medicare Health Outcomes Survey program, visit the CMS HOS website at www.cms.gov/Research-Statistics-Data-and-Systems/Research/HOS/index.html. You may submit technical inquiries to hos@hsag.com, or contact Health Services Advisory Group through the HOS Information and Technical Support telephone line at (888) 880-0077. HOS program and policy questions may be addressed to hos@cms.hhs.gov.