

DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



CENTER FOR MEDICARE

DATE: July 31, 2015

TO: All Medicare Advantage Organizations

FROM: Amy K. Larrick, Acting Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: 2015 Medicare Health Outcomes Survey (HOS) HPMS Update

On behalf of the Medicare Health Outcomes Survey (HOS) Team, I am pleased to announce the availability of the following reports and data for participating Medicare managed care plans:

- 2012-2014 Cohort 15 Medicare HOS Performance Measurement Report
- 2012-2014 Cohort 15 Medicare HOS Star Ratings Validation
- 2012-2014 Cohort 15 Medicare HOS Aggregate Score Analysis

Medicare HOS Version 2.5

The *2012-2014 Cohort 15 Performance Measurement Report*, *Star Ratings Validation*, and *Aggregate Score Analysis* include results from the Medicare HOS version 2.5, as implemented for MAOs by CMS in the spring of 2014. The HOS 2.5 evaluates physical and mental health status using the Veterans RAND 12-Item Health Survey (VR-12). Use of the instrument reduces beneficiary burden and maintains comparability of the HOS results over time.

2012-2014 Cohort 15 Performance Measurement Report

The *2012-2014 Cohort 15 Performance Measurement Report* presents results for Medicare Advantage Organizations (MAOs) based on data from the Medicare HOS *2012 Cohort 15 Baseline* and *2014 Cohort 15 Follow Up* surveys. The HOS performance measurement results describe change in health status over time for beneficiaries in your MAO.

The Performance Measurement report has been redesigned to help MAOs understand and find their HOS results for key health indicators. New information on the HOS measures utilized in the Medicare Star Ratings, as well as additional resources to assist MAOs in their quality improvement efforts, are included in the report.

The report provides performance measurement results for the fifteenth time since the HOS was introduced as a HEDIS measure in 1998. The HOS measures an MAO's ability to maintain or improve the physical and mental health of its Medicare beneficiaries over time.

Each MAO report zip file also includes a summary data file that contains contract-level responses to each HOS question, as well as demographic data related to the report. HOS summary measures from each report that are used in the Medicare Part C Star Ratings are also included in this file.

2012-2014 Medicare HOS Cohort 15 Star Ratings Validation

The 2012-2014 HOS Star Ratings Validation presents high level performance measurement information for MAOs based on data from the Medicare HOS *2012 Cohort 15 Baseline* and *2014 Cohort 15 Follow Up* surveys. The HOS summary measures describe change in physical and mental health status over time at the contract, state, and region levels. The results compare actual to expected changes in physical and mental health over two years (i.e., better than, the same as, or worse than expected), as well as actual changes in physical and mental health.

2016 Star Ratings Measures

Also included in this year’s Star Ratings Validation are the 2016 HOS Star Ratings Measures. Explicitly shown are the data for the two HOS and two HEDIS/HOS measures used in the 2016 Star Ratings, as well as two Display Only measures. The two HOS measures are based on data from *2012-2014 Cohort 15 Performance Measurement Results* (2012 Baseline and 2014 Follow-up data collections), while the HEDIS/HOS and Display Only measures are based on data from the *2014 Cohort 15 Follow Up* and *2014 Cohort 17 Baseline* data collections.

2016 HOS Star Ratings Measures	
<i>Measure</i>	<i>Type</i>
Improving or Maintaining Mental Health	HOS
Improving or Maintaining Physical Health	HOS
Monitoring Physical Activity	HEDIS/HOS
Reducing the Risk of Falling	HEDIS/HOS
Improving Bladder Control	Display Only
Osteoporosis Testing	Display Only

2012-2014 Medicare HOS Cohort 15 Aggregate Score Analysis

The 2012-2014 HOS Aggregate Score Analysis reports average *Cohort 15 Baseline* and *Follow up* scores at the contract, state, region, and national levels for the core physical and mental health outcome measures included in the HOS and other indices of functional health status, including:

- Average Physical and Mental Component Summary Scores
- Percentage (%) reporting Health Same or Better Compared to 1 Year Ago
- Percentage (%) reporting Problems with 2 or More Activities of Daily Living
- Percentage (%) reporting 2 or More Chronic Diseases
- Percentage (%) reporting Depressive Symptoms

Use of HOS Data

Readers may visit the HOS website at www.HOSonline.org for webinars addressing how the HOS data can be used for quality improvement activities and for additional resources to help MAOs use their HOS results to target quality improvement activities. Baseline and two-year Performance Measurement results are 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 its service area. Aggregate and state level information is provided to each MAO for their own internal review.

Distribution of Reports

Distribution occurs electronically to MAOs through the Health Plan Management System (HPMS). To access your organization's reports, from the top navigation bar select "Quality and Performance," then "HOS," then "Performance Measurement Reports." Performance Measurement reports for *Cohorts 12-15*, Baseline reports for *Cohorts 14-17*, and HOS-M reports for years 2011-2014 are available in HPMS. Please note that if your MAO did not participate in the *2012-2014 Cohort 15 Performance Measurement*, there are no MAO 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/hos. You may submit technical inquiries to hos@hcqis.org, 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.