

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
7500 Security Boulevard  
Baltimore, Maryland 21244-1850



## **CENTER FOR MEDICARE**

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**DATE:** August 4, 2017

**TO:** All Medicare Advantage Organizations

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

**SUBJECT:** 2017 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:

- 2014-2016 Cohort 17 Medicare HOS Performance Measurement Report
- 2014-2016 Cohort 17 Medicare HOS Star Ratings Validation
- 2014-2016 Cohort 17 Medicare HOS Aggregate Score Analysis

### **Medicare HOS Versions 2.5 and 3.0**

The *2014-2016 Cohort 17 Performance Measurement Report*, *Star Ratings Validation*, and *Aggregate Score Analysis* include results from the Medicare HOS version 2.5, as implemented by CMS in the spring of 2014, and the Medicare HOS version 3.0, as implemented by CMS in the spring of 2016. The HOS 2.5 and 3.0 evaluate physical and mental health status using the Veterans RAND 12-Item Health Survey. Modifications to version 3.0 of the survey included: changes to questions about leakage of urine, osteoporosis testing in older women, sleep duration and quality, and primary language spoken at home. In a formatting change from previous versions of the HOS, the new survey uses a two column layout for each page. Use of this instrument reduces beneficiary burden while maintaining comparability of HOS results over time.

### **2014-2016 Cohort 17 Performance Measurement Report**

The *2014-2016 Cohort 17 Performance Measurement Report* presents results for Medicare Advantage Organizations (MAOs) based on data from the Medicare HOS *2014 Cohort 17 Baseline* and *2016 Cohort 17 Follow Up* surveys. The HOS performance measurement results describe change in health status over time for beneficiaries in your MAO.

The report provides performance measurement results for the seventeenth 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. The report

includes information on the HOS measures used in the Medicare Star Ratings, as well as additional resources to assist MAOs in their quality improvement efforts.

Each MAO report zip file includes a summary data file with 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.

### **2014-2016 Medicare HOS Cohort 17 Star Ratings Validation**

The 2014-2016 HOS Star Ratings Validation presents high level performance measurement information for MAOs based on data from the Medicare HOS *2014 Cohort 17 Baseline* and *2016 Cohort 17 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.

### **2018 Star Ratings Measures**

Also included in this year’s Star Ratings Validation are the HOS measures that will be included in the 2018 CMS Star Ratings. Explicitly shown are the data for the two HOS and three HEDIS/HOS measures used in the 2018 Star Ratings, as well as one Display Only measure. The two HOS measures are based on data from *2014-2016 Cohort 17 Performance Measurement Results* (2014 Baseline and 2016 Follow-up data collections), while the HEDIS/HOS and Display Only measures are based on data from the *2016 Cohort 17 Follow Up* and *2016 Cohort 19 Baseline* data collections.

<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	HEDIS/HOS
Osteoporosis Testing	Display Only

### **2014-2016 Medicare HOS Cohort 17 Aggregate Score Analysis**

The 2014-2016 HOS Aggregate Score Analysis reports average *Cohort 17 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 and 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 that each MAO can use to design 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 14-17*, Baseline reports for *Cohorts 16-19*, and HOS-M reports for years 2013-2016 are available in HPMS. Please note that if your MAO did not participate in the *2014-2016 Cohort 17 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*.