

Medicare Health Outcomes Survey (HOS)



Provider Tip Sheet

What is the Health Outcomes Survey (HOS)?

The Centers for Medicaid and Medicare Services (CMS), in collaboration with the National Committee for Quality Assurance (NCQA), is committed to monitoring the quality of care provided by Medicare Advantage Organizations (MAO's) and their providers. The Medicare Health Outcomes Survey (HOS) measures Buckeye Health Plan's success in improving and maintaining the functional status of our member's for a period of time. The HOS evaluates members, 65 years and older, each year to collect a baseline measurement, and then surveyed again two years later to measure the change in health over time. The survey includes questions that address physical/mental health, social/physical functioning and quality of life. The administration timeframe for HOS is between April and July.

Did you know?

The Health Outcomes Survey (HOS) is one of two annual member surveys that monitor patient/member satisfaction that can affect CMS Star ratings. There are five HOS measures, two functional health measures and three HEDIS® Effectiveness of Care measures, are included in the annual Medicare Part C Star Ratings.

Five HOS Measures:

■ <i>Improving or Maintaining Physical Health – Functional health measure</i>
■ <i>Improving or Maintaining Mental Health – Functional health measure</i>
■ <i>Monitoring Physical Activity – HEDIS® Effectiveness of Care</i>
■ <i>Improving Bladder Control – HEDIS® Effectiveness of Care</i>
■ <i>Reducing the Risk of Falling – HEDIS® Effectiveness of Care</i>

Questions are collected to include the following four HEDIS measures that include, Management of Urinary Incontinence in Older Adults, Physical Activity in Older Adults, Fall Risk Management, and Osteoporosis Testing in Older Women. Three Star rates from these four measures are utilized by CMS for the **Medicare Part C Star Ratings**:

■ <i>Improving Bladder Control</i> is the Treatment of Urinary Incontinence rate
■ <i>Monitoring Physical Activity</i> is the Advising Physical Activity rate
■ <i>Reducing the Risk of Falling</i> is the Managing Fall Risk rate

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HOS Measure	HOS Survey Question	Recommendation
Improving or Maintaining Physical Health	“During the past four weeks, have you accomplished less than you would like or been limited in your work or other regular daily activities as a result of your physical health?”	<ul style="list-style-type: none"> Provide educational materials, exercises, resources and recommendations to improve physical activity. Provide physical therapy referrals to your patients to learn effective and safe exercises.
Improving or Maintaining Mental Health	“During the past four weeks, how much of the time has your physical health or emotional problems interfered with your social activities?”	<ul style="list-style-type: none"> Talk with your patient about ways to get assistance, including a specialist referral, when experiencing anxiety or depression. Regularly assess if emotional problems, such as addiction, anxiety or depression, interfere with your patients social or daily activities.
Monitoring Physical Activity	“In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity?”	<ul style="list-style-type: none"> Perform an Annual Wellness visit and address and review results of health assessment as needed with your patient. Provide reminder that Buckeye Health Plan offers a no cost SilverFit[®] fitness benefit as well as other health coaching benefits.
Improving Bladder Control	“Many people experience leakage of urine, also called urinary incontinence. In the past six months have you experienced leaking of urine?”	<ul style="list-style-type: none"> Provide education to your patient on treatment options based on severity; such as bladder training. Routinely evaluate issues with urinary incontinence and document ongoing discussion for patient with a checklist.
Reducing the Risk of Falling	“Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?”	<ul style="list-style-type: none"> Complete a fall risk assessment and provide resources and treatment as needed, including a social worker referral. Recommend patient to complete a vision or hearing test. Suggest patient to participate in an exercise or physical therapy program. Perform medication reconciliation with appropriate usage; alter prescriptions to reduce the risk of falling.

For more information, visit the Medicare Health Outcomes Survey website at <http://www.hosonline.org/en/>

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