

Upcoming CMS Medicare Health Outcomes Survey

Each year, Medicare Advantage plans are required to participate in the Health Outcomes Survey (HOS), as conducted by CMS. This survey is intended to gauge how well your patients' physical and mental health is maintained or improved over time.

The survey is administered to a random sample of members from each Medicare plan at the beginning and end of a two-year period (Baseline and Follow-up). For each member who completes a Baseline and a Follow-Up survey, a two-year change score is calculated. The member's physical and mental health status is categorized as "better," "the same," or "worse than expected."

Results of the HOS survey are included in the Stars Rating system and account for 10% of a plan's Star rating. To consistently earn 4+ Stars, it is critical to maximize HOS scores and other areas while continuing to score as high as possible for the Healthcare Effectiveness Data and Information Set (HEDIS^{®1}), Pharmacy Part D and Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) components of Stars.

Pre-Notification Messaging

- Florida Blue Medicare contracts with SPH Analytics to conduct the survey. SPH sends a pre-notification mailing to selected members to encourage them to complete the survey. To refer to the mailer, [click here for English](#) and [here for Spanish](#).
- We are asking members to watch their mailbox this month in case they are selected to complete the HOS survey. If selected, they are asked to provide input.

HOS Activities	Dates (2021)
Prenotification letter mailing	July 19
Survey mailing	July 26
Reminder/thank-you postcard mailing	Aug. 2
Second questionnaire mailing	Aug. 30
Outbound electronic telephone interviewing call attempts for mail nonrespondents	Sept. 20—Nov. 1

How You Can Make a Difference

- Many of your patients will be receiving the HOS Survey in the mail this summer. The interaction you have with your patients directly impacts HOS Star measure ratings.
 - What will your patients' perception of your interactions be this year? Will they recall discussing issues with you that are key HOS survey questions?
 - How can you impact their perception?
- The 5 HOS Star Ratings Measures are:
 - Improving or maintaining physical health. A measure of plan members whose

¹HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).

Florida Blue Medicare is an Independent Licensee of the Blue Cross and Blue Shield Association.

- physical health was the same or better than expected after two years.
- Improving or maintaining mental health. A measure of plan members whose mental health was the same or better than expected after two years.
- Monitoring physical activity. A measure of members indicating their doctor discussed exercises with them and the member was advised to start, increase or maintain their physical activity during the year.
- Improving bladder control. Measure of members with a urine leakage problem in the past six months and the member discussed treatment options with a provider.
- Reducing risk of falling. Measure of members with a problem falling, walking, or balancing, and the member reports discussing it with their provider and received a recommendation for how to prevent falls during the year.
- As you schedule your Florida Blue Medicare Advantage patients' Annual Wellness Visits, take the opportunity to review and address any physical or emotional wellness concerns.
- At their visit, talk with them about CAHPS and HOS.
- Print out a [pre-visit checklist \(English\)](#), [\(Spanish\)](#) or [\(Haitian-Creole\)](#) for them to complete before their office visit.
- You may also print the [CAHPS and HOS Quality Measures' Tips to Success](#).
- We are supporting our members, your patients, in reaching their health goals with our member *HealthyBlue Rewards* program. For more information, refer to the *HealthyBlue* brochure [here for English](#) and [here for Spanish](#).

Coming Soon

We heard you! Starting this year, Florida Blue Medicare is working with key provider groups to help achieve improved patient satisfaction by providing more member feedback. If your group is identified as a participant in this program, we will be reaching out to you soon!