

Upcoming CMS Medicare Health Outcomes Survey Important Facts to Help You Make a Difference

The Health Outcomes Survey

Medicare Advantage plans like Florida Blue Medicare are required to participate annually in the Health Outcomes Survey (HOS). The survey, sponsored by the Centers for Medicare & Medicaid Services (CMS), helps us learn how well our members' physical and mental health is maintained or has improved over time.

The HOS is sent annually to a random sample of Medicare members (i.e., a **baseline** survey is administered to a new cohort or group, each year). Two years later, the same member group is surveyed again (i.e., a **follow-up** survey). 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***.

The HOS results are included in the Stars Rating system. This system measures how well Medicare health care plans deliver benefits and services to their members. The survey results also count towards our Stars rating. To consistently earn 4+ Stars, it is key to **maximize our HOS scores** and other areas. Concurrently, we must continue 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.

Selected Members are Notified Prior to the HOS

[SPH Analytics²](#) completes member outreach on behalf of Florida Blue Medicare. They notify members randomly selected for the HOS and include messaging encouraging them to complete it.

In July 2020, members received a baseline notification prior to receiving the initial survey. This month, members who took the survey two years ago will receive follow-up notifications prior to receiving the survey a second time.

For your reference, we have included a copy of the following HOS-related materials.

- Baseline notification: [English version](#) and [Spanish version](#)
- Follow-up notification: [English version](#) and [Spanish version](#)
- [HOS in English](#) and [HOS in Spanish](#)

How You Can Help Make a Difference in Survey Score

- Many of your patients may receive the 2022 HOS in the mail. **Your interaction with them may directly impact the HOS results and our Star ratings. Please consider how you may positively affect their HOS responses.**
- **We encourage you to print out the pre-visit checklist for your Florida Blue Medicare Advantage patients to complete before their office visit.** The checklist includes questions like those in the HOS and CAHPS. You will find a link to the pre-visit checklist, provider instructions and other valuable information in the [HOS Survey Tips to Success](#).

How You Can Help Make a Difference in Survey Score (continued)

- As you schedule your Florida Blue Medicare Advantage patients for their **Annual Wellness Visit**, be sure to review and address any physical or emotional wellness concerns.
- Apply the [CAHPS and HOS Quality Measures' Tips to Success](#).
- Remind your Florida Blue Medicare Advantage patients to use their Florida Blue Medicare *HealthyBlue Rewards* program. They can learn more at floridablue.com/medicare/member/hbr.
- Encourage your Florida Blue Medicare Advantage patients, if selected, to complete the HOS.

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

²SPH Analytics is a Florida Blue Medicare vendor who administers the HOS.