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**DATE:** August 5, 2021

**TO:** All Medicare Advantage, Cost Plans, Demonstration, and PACE Organizations

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**SUBJECT:** 2021 Medicare Health Outcomes Survey (HOS) HPMS Update and Availability of HOS and HOS-Modified (HOS-M) Reports and Data

This memorandum announces the availability of the following Medicare Health Outcomes Survey (HOS) reports and data for participating Medicare Advantage Organizations (MAOs):

- 2018-2020 Cohort 21 Medicare HOS Performance Measurement Report
- 2018-2020 Cohort 21 Medicare HOS Star Ratings Validation
- 2018-2020 Cohort 21 Medicare HOS Aggregate Score Analysis
- 2020 Round 23 HEDIS HOS Effectiveness of Care Report
- 2018-2020 Cohort 21 Medicare HOS Performance Measurement Data

The HEDIS<sup>®</sup> HOS Effectiveness of Care results were previously included in the annual HOS Baseline Report that was distributed each spring. Due to the new HOS data collection timeline, Baseline Reports will now be distributed in the fall. A new HEDIS HOS Report was developed to ensure MAOs have the opportunity to review results during the Star Ratings preview periods. HOS Performance Measurement Data will remain available on a similar timeframe. Details on how to request the 2018-2020 Cohort 21 HOS Performance Measurement Data can be found in the “Distribution of HOS Beneficiary Level Data” section of this memorandum

The annual HOS-M Report will also be distributed to participating PACE organizations in the fall to coincide with the availability of the HOS-M data. Both the 2020 Cohort 23 HOS Baseline and 2020 HOS-M Feedback reports will be available for download by mid-November.

**2018-2020 Medicare HOS Cohort 21 Performance Measurement Report**

The 2018-2020 Cohort 21 Performance Measurement Report presents results for MAOs based on data from the Medicare HOS 2018 Cohort 21 Baseline and 2020 Cohort 21 Follow Up surveys. The HOS performance measurement results describe changes in health status over time for beneficiaries in your MAO. The report includes information on the HOS measures used in the Medicare Star Ratings, as well as additional resources to assist MAOs in quality improvement efforts. Distributed with each MAO report is a zip file that includes a summary data file with

contract-level responses to each HOS question and demographic data related to the report. HOS summary measures from each report are also included in this file.

### **2018-2020 Medicare HOS Cohort 21 Star Ratings Validation**

The 2018-2020 HOS Star Ratings Validation, available in the HOS module in HPMS, presents high level performance measurement information for MAOs based on data from the Medicare HOS 2018 Cohort 21 Baseline and 2020 Cohort 21 Follow Up surveys. The HOS Star Ratings Validation includes both display and Star Ratings measures.

### **2022 Star Ratings Measures**

HPMS shows results for the HOS measures, including the three HEDIS HOS measures used in the 2022 Star Ratings and the four measures for the display page on CMS.gov. The three HOS measures are based on data from 2018-2020 Cohort 21 Performance Measurement (2018 Baseline and 2020 Follow Up), while the four HEDIS HOS measures are based on data from the 2020 Cohort 21 Follow Up and 2020 Cohort 23 Baseline.

<i>Measure</i>	<i>Type</i>
Improving or Maintaining Mental Health (HOS)	Display Only
Improving or Maintaining Physical Health (HOS)	Display Only
Monitoring Physical Activity (HEDIS HOS)	Star Ratings
Reducing the Risk of Falling (HEDIS HOS)	Star Ratings
Improving Bladder Control (HEDIS HOS)	Star Ratings
Physical Functioning Activities of Daily Living (HOS)	Display Only
Osteoporosis Testing (HEDIS HOS)	Display Only

### **2018-2020 Medicare HOS Cohort 21 Aggregate Score Analysis**

The 2018-2020 HOS Aggregate Score Analysis reports average Cohort 21 Baseline and Follow Up scores at the contract, state, region, and national levels for several core physical and mental health outcome measures and other HOS 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
- Percentage (%) Reporting 14 or More Physically Unhealthy Days<sup>1</sup>
- Percentage (%) Reporting 14 or More Mentally Unhealthy Days<sup>1</sup>
- Percentage (%) Reporting Obesity with 30+ Body Mass Index (BMI)<sup>1</sup>
- Percentage (%) Deceased within 2 Years of Baseline Survey<sup>1</sup>

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<sup>1</sup> This measure is being introduced to the Aggregate Score Analysis in 2021.

## **2020 Round 23 HEDIS® HOS Effectiveness of Care Report**

The 2020 HEDIS HOS Effectiveness of Care Report presents results for MAOs of the HEDIS measures derived from the HOS (the “HEDIS HOS Effectiveness of Care” measures) based on data collected in 2020 from HOS Round 23 surveys (combined Cohort 23 Baseline and Cohort 21 Follow Up data). The report provides MAOs with the opportunity to evaluate the Star Ratings and other measures in their HEDIS HOS results for the purpose of targeting health improvement interventions. Distributed with each report is a zip file containing contract-level summary data.

### **Distribution of Reports**

Report distribution to MAOs and PACE occurs electronically through HPMS. To access your organization’s reports in HPMS, from the top navigation bar select “Quality and Performance,” then “HOS,” then the specific report type from the dashboard. Performance Measurement reports for Cohorts 18-21, HEDIS HOS Reports for Round 23, Baseline reports for Cohorts 19-22, and HOS-M reports for years 2016-2019 are currently available in HPMS. The 2020 Cohort 22 HOS Baseline and 2020 HOS-M reports will be available for download by mid-November. Please note that if your MAO did not participate in 2018-2020 Cohort 21 Performance Measurement or the HEDIS HOS, there are no MAO specific reports for your organization.

### **Distribution of HOS Beneficiary Level Data**

The 2018-2020 Cohort 21 Medicare HOS Performance Measurement Data and accompanying documentation are the most recent release of beneficiary level HOS data to MAOs. The HOS data are intended to support quality improvement activities and initiatives. Since CMS also uses the data for MAO program oversight, the Department of Health and Human Services’ Office of General Counsel has advised that neither the Health Insurance Portability and Accountability Act of 1996 nor the Privacy Act preclude release of HOS data to MAOs.

Due to the extremely sensitive nature of these data, each participating MAO must obtain their data from the Health Services Advisory Group (HSAG) by contacting the HOS Information and Technical Support at [HOS@hsag.com](mailto:HOS@hsag.com). Please provide your organization’s designated recipient of the data, your plan’s address, return telephone number, and CMS contract number(s). The data are available for distribution to MAOs at no cost, and will be provided via secure file transfer, formatted as an encrypted CSV (comma-separated values) file.

If you have questions or require additional assistance, please contact HSAG through the HOS Information and Technical Support email address listed above or by telephone at (888) 880-0077. For policy or program concerns related to the HOS, please email [hos@cms.hhs.gov](mailto:hos@cms.hhs.gov). For a general overview of the Medicare HOS, visit the CMS HOS website at [www.cms.gov/hos](http://www.cms.gov/hos). A full description of the HOS program that includes links to research data files, data users guides, uses of the HOS data, and additional information may be found at [www.hosonline.org](http://www.hosonline.org).