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DATE: August 1, 2024

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

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SUBJECT: 2024 Medicare Health Outcomes Survey (HOS) HPMS Update and Availability of HOS Data and HOS and HOS-Modified (HOS-M) Reports

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

- 2021-2023 Cohort 24 Medicare HOS Performance Measurement Report
- 2021-2023 Cohort 24 Medicare HOS Star Ratings Validation
- 2021-2023 Cohort 24 Medicare HOS Aggregate Score Analysis
- 2023 Round 26 HEDIS® HOS Effectiveness of Care Report
- 2021-2023 Cohort 24 Medicare HOS Performance Measurement Data

2021-2023 Medicare HOS Cohort 24 Performance Measurement Report

The 2021-2023 Cohort 24 Performance Measurement Report presents results for MAOs based on data from the Medicare HOS 2021 Cohort 24 Baseline and 2023 Cohort 24 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.

2021-2023 Medicare HOS Cohort 24 Star Ratings Validation

The 2021-2023 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 2021 Cohort 24 Baseline and 2023 Cohort 24 Follow Up surveys. The HOS Star Ratings Validation includes both display and Star Ratings measures.

2025 Star Ratings Measures

HPMS shows results for the HOS measures, including the three HEDIS HOS measures used in the 2025 Star Ratings and three measures for the display page on CMS.gov. The three HOS measures are based on data from 2021-2023 Cohort 24 Performance Measurement (2021 Baseline and 2023 Follow Up), while the three HEDIS HOS measures are based on data from the 2023 Cohort 24 Follow Up and 2023 Cohort 26 Baseline.

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

2021-2023 Medicare HOS Cohort 24 Aggregate Score Analysis

The 2021-2023 HOS Aggregate Score Analysis reports average Cohort 24 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 Now Compared to 1 Year Ago (Better/Same)
- Percentage (%) Reporting Problems with 2 or More Activities of Daily Living (ADLs)
- Percentage (%) Reporting 2 or More Chronic Conditions
- Percentage (%) Reporting Depressive Symptoms
- Percentage (%) Reporting 14 or More Physically Unhealthy Days
- Percentage (%) Reporting 14 or More Mentally Unhealthy Days
- Percentage (%) Reporting Obesity with 30+ Body Mass Index (BMI)
- Percentage (%) Deceased within 2 Years of Baseline Survey
- Percentage (%) Reporting 14 or More Days with Activity Limitations due to Poor Health
- Percentage (%) Reporting 7-8 Hours of Actual Sleep
- Percentage (%) Reporting Very Good Overall Sleep Quality

2023 Round 26 HEDIS HOS Effectiveness of Care Report

The 2023 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 2023 from HOS Round 26 surveys (combined Cohort 26 Baseline and Cohort 24 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 21-24, HEDIS HOS Reports for Rounds 23-26, Baseline reports for Cohorts 22-25, and HOS-M reports for years 2019-2022 are currently available in HPMS. The 2023 Cohort 26 HOS Baseline and 2023 HOS-M reports will be available for download by mid-November. Please note that if your MAO did not participate in 2021-2023 Cohort 24 Performance Measurement or the 2023 Round 26 HEDIS HOS, there are no MAO specific reports for your organization.

Distribution of HOS Beneficiary Level Data

The 2021-2023 Cohort 24 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. Please provide your organization's designated recipient of the data, your plan's address, telephone number of the data recipient, and CMS contract number(s). The data are available for distribution to MAOs at no cost and will be delivered 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 listed above or at (888) 880-0077. For policy or program concerns related to the HOS, please email hos@cms.hhs.gov. For a general overview of the Medicare HOS, visit the CMS HOS website at 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.