

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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CENTER FOR MEDICARE

DATE: July 20, 2020

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

FROM: Amy Larrick Chavez-Valdez,
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Director, Medicare Plan Payment Group

SUBJECT: 2020 Medicare Health Outcomes Survey (HOS) and HOS-Modified (HOS-M)

In the Medicare and Medicaid Programs: Policy and Regulatory Revisions in Response to the COVID-19 Public Health Emergency (PHE) Interim Final Rule with Comment Period ([CMS-1744-IFC](#)), effective March 31, 2020, CMS adopted several policies to address the impact of the COVID-19 PHE, including delaying administration of the 2020 Health Outcomes Survey (HOS) until late summer. A subsequent HPMS memo, "Delay of the 2020 HOS & HOS-M Surveys for 2021 Frailty Score Calculation," dated April 15, 2020, confirmed that the survey delay also applied to HOS-Modified (HOS-M) survey.

As announced in CMS-1744-IFC, this year's HOS survey administration, originally scheduled for April through July 2020, was delayed due to concerns for survey vendor safety at the time the pandemic began. As survey vendors now have procedures in place to safely administer the surveys, CMS plans to commence fielding of the HOS and HOS-M surveys in mid-August.

No additional action is required at this time by:

- Medicare Advantage Organizations (MAOs) that are required to report 2020 HOS
- Programs of All-Inclusive Care for the Elderly (PACE) organizations that are required to report 2020 HOS-M
- MAOs sponsoring fully integrated dual eligible (FIDE) special needs plans (SNPs) that elected to report HOS or HOS-M at the plan benefit package (PBP) level to determine eligibility for a 2021 frailty adjustment payment

These organizations have already reported to the National Committee of Quality Assurance (NCQA) which CMS-approved survey vendor will field their 2020 HOS or HOS-M surveys. NCQA will direct the survey vendors to proceed with 2020 survey administration. Revised timelines will be posted on the HOS website at www.hosonline.org.

CMS will continue to monitor the situation to determine if any additional adjustments related to HOS or HOS-M need to be implemented.

For questions related to the HOS or HOS-M administration, please email hos@cms.hhs.gov.

For questions related to PACE or FIDE SNP frailty score calculation, please email RiskAdjustmentPolicy@cms.hhs.gov and specify “2020 HOS & HOS-M Surveys for 2021 Frailty Score Calculation” in the subject line.