Welcome! Training will begin shortly.

For attendance purposes, please be sure your name appears in Zoom as your first and last name, followed by your organization name in parentheses.

Please link your audio to the Zoom webinar.

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Medicare Health Outcomes Survey-Modified 2023 Survey Vendor Update Training

May 25, 2023
Welcome and Introduction

NCQA

Ruth Boansi, MPH
HOS Project Director
<table>
<thead>
<tr>
<th>Time (p.m., ET)</th>
<th>Agenda Item</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:00 – 1:05 p.m.</td>
<td>Welcome and Introduction</td>
<td>Ruth Boansi</td>
</tr>
<tr>
<td>1:05 – 1:25 p.m.</td>
<td>Overview of the HOS-M</td>
<td>Ruth Boansi</td>
</tr>
<tr>
<td>1:25 – 1:40 p.m.</td>
<td>PACE Sampling</td>
<td>Holden Selkirk</td>
</tr>
<tr>
<td>1:40 – 2:05 p.m.</td>
<td>The HOS-M PACE and FIDE SNP Protocols</td>
<td>Jacky Chon</td>
</tr>
<tr>
<td>2:05 – 2:15 p.m.</td>
<td>Break</td>
<td></td>
</tr>
<tr>
<td>2:15 – 2:45 p.m.</td>
<td>Data Coding and Submission</td>
<td>Tochi Obioha</td>
</tr>
<tr>
<td>2:45 – 3:10 p.m.</td>
<td>Quality Oversight and Project Reporting</td>
<td>Alyssa Hart</td>
</tr>
<tr>
<td>3:10 – 3:25 p.m.</td>
<td>Questions and Closing</td>
<td>Ruth Boansi</td>
</tr>
<tr>
<td>3:25 – 3:45 p.m.</td>
<td>Post-Training Test</td>
<td></td>
</tr>
</tbody>
</table>
Overview of the HOS-M

NCQA

Ruth Boansi, MPH
HOS Project Director
Overview

- HOS-M Background
- HOS-M Primary Goals
- PACE vs. FIDE SNP
- HOS-M QAG Addendum and FIDE SNP QAG Addendum
- HOS-M Questionnaire & Telephone Script
- Survey Integrity & Data Use Agreement (DUA) Process
Introduction to the HOS-M

- The Health Outcomes Survey—Modified (HOS-M) is an abbreviated version of the HOS
- Administered to vulnerable Medicare beneficiaries at greatest risk of poor health outcomes
- Administered to members of Programs of All Inclusive Care for the Elderly (PACE) and Fully Integrated Dual Eligible (FIDE) Special Needs Plans (SNP)
- Cross-sectional measure of mental and physical health
HOS-M Primary Goals

• Gather valid, reliable, and meaningful data that are used to:
  – Estimate frailty and adjust payments for PACE organizations
  – Estimate frailty and adjust payments for FIDE SNPs based on the minimum PACE plan frailty
  – Provide metrics that allow plans to monitor the health of their enrollment and to target quality improvement activities for vulnerable subgroups
HOS-M Results Disseminated to PACE Organizations

- HOS-M survey results are reported to PACE organizations in the Medicare HOS-M Report
- Beneficiary level HOS-M data files are distributed to PACE organizations after they are requested to HOS Technical Support at hos@hsag.com
- Data dissemination schedule can be found on the HOS website (www.hosonline.org)
## PACE vs. FIDE SNP

<table>
<thead>
<tr>
<th></th>
<th>PACE</th>
<th>FIDE SNP</th>
</tr>
</thead>
</table>
| **Telephone Protocol** | 6-12 telephone attempts; 6 telephone attempts to the member and 6 telephone attempts to the proxy                                                                                                                                                               | **NEW:** Five telephone attempts to each available telephone number  
  - After five attempts to a single number, no further call attempts are made to that telephone number  
  - **Must** dial each available telephone number five times                                                                                                                                                                                               |
| **Sample**           | Random sample at the contract level                                                                                                                                                                       | Random sample at the PBP level                                                                                                                                                                          |
| **Contact Information** | Enhanced contact information of organizations with enrollment \(\leq 1,200\)                                                                                                                                                                                      | No enhanced contact information protocol                                                                                                                                                                 |
| **Disposition Codes** |  
  - M37/T37 – Nonresponse: Refusal by proxy  
  - M38/T38 – Nonresponse: gatekeeper refusal  
  - M25 – Ineligible: respondent removed from sample by RTI                                                                                                                                              |  
  - M31/T31 – Nonresponse: break-off  
  - **NEW:** M25 – Ineligible: respondent removed from sample                                                                                                                                             |
Survey vendors are required to follow the protocols and procedures in the *Medicare HOS Quality Assurance Guidelines and Technical Specifications V2.7 (QAG)*

Reference the HOS-M QAG Addendum for additional requirements that apply specifically to HOS-M administration for PACE

Reference the FIDE SNP QAG Addendum for additional requirements for administering HOS-M for FIDE SNP
HOS-M Questionnaire

- Abbreviated version of the HOS
  - 19 total questions
- The HOS-M is comprised of
  - Veterans RAND 12-Item Health Survey questions
  - Activities of Daily Living questions
  - Proxy questions (e.g., How did you help complete the survey?)
HOS-M Telephone Script

• Telephone interviewers ascertain who is being interviewed at the beginning of the call
  – Questions 16, and if applicable, 17-19 are asked at the beginning

• Introduction language included for inbound telephone interviews

• Interviewer instructions and language included to address proxy HIPAA concerns
Proxy script included for all languages

- Survey vendors must program systems to align with language in the member and proxy scripts

<table>
<thead>
<tr>
<th>Member Script</th>
<th>Proxy Script</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt;Q1&lt;</td>
<td>&gt;Q1&lt;</td>
</tr>
<tr>
<td>In general, would you say your health is:</td>
<td>In general, would you say [MEMBER NAME]’s health is:</td>
</tr>
<tr>
<td>&lt;1&gt; Excellent,</td>
<td>&lt;1&gt; Excellent,</td>
</tr>
<tr>
<td>&lt;2&gt; Very good,</td>
<td>&lt;2&gt; Very good,</td>
</tr>
<tr>
<td>&lt;3&gt; Good,</td>
<td>&lt;3&gt; Good,</td>
</tr>
<tr>
<td>&lt;4&gt; Fair, or</td>
<td>&lt;4&gt; Fair, or</td>
</tr>
<tr>
<td>&lt;5&gt; Poor?</td>
<td>&lt;5&gt; Poor?</td>
</tr>
<tr>
<td>&lt;9&gt; NOT ASCERTAINED</td>
<td>&lt;9&gt; NOT ASCERTAINED</td>
</tr>
<tr>
<td>[Q2]</td>
<td>[Q2]</td>
</tr>
</tbody>
</table>
HOS-M Survey Integrity

• PACE organizations and HOS-M Vendors MAY:
  – Notify all members of a contract that they may be asked to participate in the 2023 HOS-M

• PACE organizations and HOS-M Vendors MAY NOT:
  – Attempt to influence beneficiaries’ responses to HOS-M survey questions in any way

• Encouraging participation without biasing the results is tricky
  – Please consult with the HOS-M Project Team rather than jeopardizing your clients’ results by having them labeled as biased
NEW: PACE organizations received guidelines for permissible and impermissible PACE staff involvement in the HOS-M survey

- The guidelines were provided in a memo and are posted to the HOS website
- Email the HOS Project Team at hos@ncqa.org with questions, comments, requests, or concerns
  - Call to report/discuss urgent matters immediately and follow up with email
    - Alyssa Hart – (202) 517-8005
    - Ruth Boansi – (202) 315-1562
Annual DUA Process

• CMS-approved HOS-M survey vendors must execute the following steps in EPPE:
  – Verify all current staff and subcontractors are listed
  – Submit signed DUA Addendums for contract changes
  – Submit an update request to add 2023 data by June 2, 2023

• Submit fully-executed DUA to the HOS-M Project Team by June 9, 2023
Questions?
Polling Question 1

How many questions does the HOS-M questionnaire include?
Overview

- Enrollment Criteria and Program Eligibility
- RTI Role
- Sample Selection
- Sample File Processing
- Death and Disenrollment Updates
PACE Enrollment Criteria

• To qualify for PACE, beneficiaries must be age 55 years and older, live in the community in a PACE service area, and be certified by the state to need a nursing home level of care
Program Eligibility for HOS-M

• Every year, CMS determines which PACE organizations are eligible for HOS-M

• PACE organizations required to participate in 2023 HOS-M include all organizations with:
  – Medicare contracts in effect on or before January 1, 2022
  – At least 30 beneficiaries enrolled as of February 2023
Enrollee Eligibility for HOS-M

• Frailty adjustment is applied only to Medicare members who are eligible for the survey
  – Community-residing, non-End Stage Renal Disease (ESRD) PACE enrollees, aged 55 or older

• PACE enrollees not eligible for HOS-M and not eligible for frailty adjustment:
  – Enrollees who are institutionalized
  – Enrollees who only have Medicaid, but not Medicare
  – Enrollees under age 55
  – Enrollees with ESRD

• **NEW**: PACE organizations no longer need to determine enrollee eligibility
RTI Role

- Draws PACE sample from CMS enrollment files for the HOS-M
- Receives contact files for Medicare enrollees from small PACE organizations
- Verifies the enrollment periods and eligibility and combines the Medicare enrollment data with contact information provided by the PACE organizations to develop the HOS-M sample frame
- Periodically checks CMS enrollment data, removes enrollees who disenroll or pass away
Collecting Data for Sampling

• PACE organizations follow different protocols to prepare for the HOS-M survey:
  – Small organizations generate up-to-date enrollee contact information for their Medicare enrollees to be used if proxies are needed
  – Large organizations are no longer required to provide any data
PACE Organizations Participating in the 2023 HOS-M

- 142 PACE organizations will participate in the HOS-M in 2023
  - 134 are small organizations (<1,200 Medicare members) participating in the full HOS-M protocol
  - 8 are large organizations (≥1,200 Medicare members) participating in the limited HOS-M protocol
Do enrollees receive their own mail?
What is the enrollees preferred language?
Who are their primary contacts?

<table>
<thead>
<tr>
<th>Field Description</th>
<th>Field Position Start</th>
<th>Field Position End</th>
<th>Field Length</th>
<th>Valid Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant Primary Language</td>
<td>556</td>
<td>590</td>
<td>35</td>
<td>Primary Language</td>
</tr>
</tbody>
</table>
| Participant Receives Own Mail     | 1                    | 60                 | 60           | 1 = Yes, Participant Receives Own Mail 2 = No, Participant Does Not Receive Own Mail
|                                  |                      |                    |              | The field may also be left blank.                                            |
| Contact 1 First Name             | 681                  | 720                | 40           | First Name                                                                  |
After collecting and cleaning data from PACE organizations, RTI conducts data quality checks:

- After the PACE organization submits the data file, RTI will contact them if there are any errors or additional questions about specific elements in the data file, such as:
  - Incomplete or missing Medicare Beneficiary ID (MBI) numbers
  - Incomplete or missing addresses
  - Incomplete or missing phone numbers.
  - Incorrect formatting of the initial file and misalignment of data
2023 Sample File Processing Changes

- **NEW:** Removed the “Notes” Field in the HOS-M Sample File Layout
- **NEW:** No longer develop and use Supplemental and Padded Files
- **NEW:** Added Do Not Survey (DNS) Flag to the HOS-M Record File Layout to track beneficiaries who request to be removed from the mailings and never contacted again
Quality Check Process

- After RTI has processed a PACE organization’s file, RTI sends a quality check (QC) document of five random enrollees to be sure the information submitted was processed properly.
- This file will be sent using the PACE organization’s method of encryption.
- PACE organizations are asked to review the five enrollee records against the original file submitted to RTI and their medical records for accuracy.
- The purpose of the quality check is NOT to update information, but to verify that the organization’s information as submitted is correct.
Death and Disenrollment Updates

• For deaths and disenrollments, RTI checks the Medicare database at several points in the survey cycle to remove these participants from the sample.
• RTI generates a list of enrollees that are deceased or have disenrolled and sends it to NCQA.
• NCQA distributes the death and disenrollment data files to the survey vendors on timeline established by the HOS-M Project Team.
Questions?
The HOS-M PACE and FIDE SNP Protocols

NCQA

Jacky Chon, BS
HOS Project Analyst
Overview

- Data Collection Protocol and Timeline
- Administering the HOS-M
- HOS-M PACE Protocol
- HOS-M FIDE SNP Protocol
Data Collection Protocol

• Mixed mode data collection
• English, Spanish, Chinese, and Russian
  – Russian protocol: mail only
Standardized Data Collection

- Survey vendors must use the standardized data collection protocol outlined in the HOS-M QAG Addendum and FIDE SNP QAG Addendum.
- Standardized data collection ensures survey data collected across the CMS-approved HOS-M survey vendors are comparable.
- Survey vendors may not change the wording or order of the survey questions, mailing materials, or telephone script.
## Data Collection Timeline

<table>
<thead>
<tr>
<th>Task</th>
<th>Date (2023)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send sample files to vendors</td>
<td>June 26</td>
</tr>
<tr>
<td>Mail prenotification letters</td>
<td>July 17</td>
</tr>
<tr>
<td>Open survey vendor customer support telephone and email</td>
<td>July 17</td>
</tr>
<tr>
<td>Open inbound electronic telephone interviewing</td>
<td>July 17</td>
</tr>
<tr>
<td>Mail first questionnaire</td>
<td>July 24</td>
</tr>
</tbody>
</table>
## Data Collection Timeline (Cont’d)

<table>
<thead>
<tr>
<th>Task</th>
<th>Date (2023)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail reminder/thank-you postcard</td>
<td>July 31</td>
</tr>
<tr>
<td>First death and disenrollment file*</td>
<td>August 14</td>
</tr>
<tr>
<td>Mail second questionnaire</td>
<td>August 28</td>
</tr>
<tr>
<td>Second death and disenrollment file*</td>
<td>September 1</td>
</tr>
<tr>
<td>Mail second reminder/thank-you postcard</td>
<td>September 5</td>
</tr>
<tr>
<td>Conduct outbound telephone interviewing</td>
<td>September 18 – November 1</td>
</tr>
</tbody>
</table>

* PACE only
# Data Collection Timeline (Cont’d)

<table>
<thead>
<tr>
<th>Task</th>
<th>Date (2023)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit interim data files</td>
<td>October 3 – October 5</td>
</tr>
<tr>
<td>Third death and disenrollment file*</td>
<td>October 25</td>
</tr>
<tr>
<td>End data collection</td>
<td>November 1</td>
</tr>
<tr>
<td>Prepare and submit final data files</td>
<td>November 2 – November 15</td>
</tr>
<tr>
<td>Final data files due</td>
<td>November 15</td>
</tr>
</tbody>
</table>

* PACE only
Administering the HOS-M

- Sampled members are kept in the protocol until a final disposition code is achieved or the protocol is exhausted (i.e., survey vendors do not have to continue calling members until all survey questions are completed, only until a terminal disposition is reached)
  - All sampled members receive prenotification letter and first questionnaire mailing
  - Members who return a complete questionnaire are removed from the remainder of the protocol
  - Members who do not respond must remain in the protocol unless the vendor receives a refusal or identifies the member as ineligible
    - In some cases, if a member is deemed ineligible, the vendor must attempt to obtain a proxy
HOS-M PACE Protocol
Protocol Paths

- Protocol path determined by language preferences
- Survey vendors assign the Protocol Path based on the CMS Language Code or CMS Language Preference flag in the sample file
  - If both flags are blank, then vendors should review the Participant Primary Language (BeneLanguage) variable provided
Protocol Paths (Cont’d)

- Use of the Chinese and Russian questionnaires is optional for survey vendors.
- If the survey vendor is not approved to field the survey in Chinese or Russian, then attempt to have the member or proxy complete the survey in one of the survey vendor’s approved languages.
Proxy Respondents

• Members are encouraged to respond
• Proxies can be family members, friends, caregivers, other responsible parties, program staff, home staff
• **Facility or program staff should only serve as proxies at the request of the participant, family member, or other caregiver**
• No PACE staff should independently contact the survey vendor to provide answers to the HOS-M survey on behalf of any beneficiary
• Multiple proxy respondents may be included in the sample file

<table>
<thead>
<tr>
<th>Priority</th>
<th>Person to Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Priority</td>
<td>Member or first proxy if member does not receive his/her own mail.</td>
</tr>
<tr>
<td>Second Priority</td>
<td>Proxy recommended by the member.</td>
</tr>
<tr>
<td>Third Priority</td>
<td>Proxy contained in sample frames in the order listed.</td>
</tr>
<tr>
<td>Last Priority</td>
<td>Proxy recommended by another proxy.</td>
</tr>
</tbody>
</table>
Members in a Common Facility

- If contacting a common facility where members reside, survey vendors may make calls to gatekeepers who may complete the survey at the member’s request
  - Gatekeepers (i.e., a representative of an institution) are permitted to refuse to complete the survey on behalf of the member.
  - **NEW:** A gatekeeper is not permitted to request that a member be added to the Do Not Survey (DNS) list and excluded from future surveys.

- Survey vendors must document processes for contacting members in a common facility in their HOS-M QAPs
Mail Protocol

- Refer to the HOS QAG for instructions on producing mail materials and requirements
- The HOS-M questionnaire is formatted in one column
- Survey vendors may include the PACE organization logo on outgoing envelopes
- HOS-M mailing materials can be found in Appendix C of the HOS-M QAG Addendum
  - NEW: Updated HOS-M Questionnaire Cover
Mail Material Updates

• Updated the mailing material letterhead information for survey vendors to retain CMS’s logo and the CMS official’s signature in the mailing materials

• Survey vendors will remove CMS’s address from the letterhead and replace this with the survey vendor’s return address information
  – This change does not apply to the prenotification letter
NEW: For large PACE organizations, survey vendors will obtain telephone numbers by requesting full Medicare enrollment information from PACE organizations.

- Survey vendors may NEVER send the sample files to PACE organizations

- Small PACE organizations provide a telephone contact list to RTI prior to survey administration

- Survey vendors must obtain “second source” telephone numbers and document processes in QAP
Telephone Attempts

• HOS-M PACE telephone protocol consists of 12 telephone attempts
  – First six attempts are made to the member
  – If member does not receive his/her own mail, first six attempts are made to the first proxy
  – Up to six telephone attempts may be made to proxies
• If member refuses to participate, do not contact proxies
• If proxy refuses, contact other proxies
Telephone Specifications

- Program telephone interviewing systems using the HOS-M Telephone Specifications (Appendix D of the HOS-M QAG Addendum)
HOS-M FIDE SNP Protocol
Protocol Paths

- Protocol path determined by language preferences
- Survey vendors assign the Protocol Path based on the CMS Language Code or CMS Language Preference flag in the sample file
Protocol Paths (Cont’d)

• Use of the Chinese and Russian questionnaires is optional for survey vendors
• If the survey vendor is not approved to field the survey in Chinese or Russian, then attempt to have the member or proxy complete the survey in one of the survey vendor’s approved languages
• Reminder/thank-you postcards continue to remain as part of the HOS-M protocol.
Proxy Respondents

- Members are encouraged to respond
- Proxies are permitted
- Must follow guidance in the HOS QAG for appropriate contact of proxies
- No proxy information is included in the sample file
Mail Protocol

• Refer to the HOS QAG for instructions on producing mail materials and requirements

• HOS-M questionnaire is formatted in one column

• HOS-M mailing materials can be found in Appendix C of the FIDE SNP QAG Addendum
  – NEW: Updated HOS-M Questionnaire Covers
Telephone Protocol

- Must follow HOS guidelines for telephone attempts
- **NEW:** Maximum of five telephone attempts to a single telephone number
  - After five attempts to a single number, no further attempts are made to that number
- **NEW:** If a second or third telephone number is available, survey vendors must dial these numbers
  - Each of these numbers must be attempted up to five times
Telephone Protocol (Cont’d)

• Telephone attempts must occur on
  – Different times of day
  – Different days of the week
  – Different weeks (at least three calendar weeks)
  – 9 a.m. to 9 p.m. call window (member local time)
• The first call attempt must occur within the first 10 calendar days of dialing
• The fifth attempt must occur no sooner than 21 calendar days after the first call attempt
• Interviewers may not leave voicemail messages
Telephone Specifications

- Program telephone interviewing systems using the HOS-M Telephone Specifications (Appendix D of the FIDE SNP QAG Addendum)
Questions?
True or False: The Do Not Survey (DNS) flag that was newly added to the HOS-M Record File Layout is meant to track deceased beneficiaries.
Break
Data Coding and Submission

NCQA

Tochi Obioha, MPH
HOS Task Lead
Overview

• Data Coding
  – Text File Specifications
  – File Layouts
  – Decision Rules
  – Disposition Codes
  – Percent Complete

• Data Submission
  – Prepare and Submit Data Files
  – Interim Data Submission
  – Final Data Submission
Text File Specifications

- Submit survey data in .txt file format that allows submission of each sampled member record in one file
- Sample file data included in data submission files must match original sample file data
Two Sections

- **Header Record**: Vendor and submission information
- **Member-Level Record**: Member-level information
  - Sample File Layout
  - Survey File Record Layout
File Layouts

• Provide field descriptions and specify field positions, field length, and valid values
• HOS-M PACE and HOS-M FIDE SNP use different sample file layouts
  – Review Appendix B of the QAG Addenda for the file layouts
• File Layouts:
  – Header Record Layout
  – Sample File Layout – PACE
  – Sample File Layout – FIDE SNP
  – Survey File Record Layout
File Layout Changes

- **NEW:** The following changes were made to the HOS-M Survey File Layout:
  - Removed the Supplement File Layout
  - Updated field positions for survey data elements
  - Removed “Notes” field*  

*PACE only
The following changes were made to the HOS-M Survey File Layout:

- Added a Do Not Survey (DNS) field (see table below).

<table>
<thead>
<tr>
<th>Field Description</th>
<th>Field Position</th>
<th>Field Length</th>
<th>Valid Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>DNS</td>
<td>1576</td>
<td>1</td>
<td>1 = Member specifically requested <em>Take me off your list and/or never contact me again</em></td>
</tr>
<tr>
<td>Do Not Survey—Exclude from Future Survey Samples Flag</td>
<td>1576</td>
<td>1</td>
<td>2 = Member did not request <em>Take me off your list and/or never contact me again</em></td>
</tr>
</tbody>
</table>
Decision Rules

- **NEW**: For blank surveys, survey vendors should leave missing data blank. Do not code missing survey file record layout values as $9 = \text{Missing}$ if a member did not respond to any survey question.
Disposition Codes

• Tracks survey status of each sampled member
• Only final disposition codes are reported in data files
• See Table 6 (PACE) or Table 5 (FIDE SNP) in QAG addenda for details
**NEW:** Clarified coding guidance that no further attempts to members are made after ADL items are complete

<table>
<thead>
<tr>
<th>Final Disposition</th>
<th>Disposition Code</th>
<th>Definition/Explanation</th>
</tr>
</thead>
</table>
| Complete Survey (ADL Items Answered) | M10 | • **All** six ADL items (Q4a-f*) answered.  
• No further attempts are made to reach the member once a survey is received with all ADL items answered. |
| | T10 | Assign in one of the following:  
• **All** six ADL items (Q4a-f*) answered.  
• Mail survey returned with one or more ADL items unanswered. Respondent contacted during telephone protocol and all ADL items were answered.  
• No further attempts are made to reach the member once a survey is received with all ADL items answered. |
### “Nonresponse” Disposition Codes

<table>
<thead>
<tr>
<th>Final Disposition</th>
<th>Disposition Code</th>
<th>Definition/Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partial Complete</td>
<td>M11/T11</td>
<td>• One or more ADL items (Q4a-f) unanswered.</td>
</tr>
<tr>
<td>Respondent Unavailable</td>
<td>M33/T33</td>
<td>• Member unavailable during data collection.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Survey vendor is unable to obtain a proxy.</td>
</tr>
<tr>
<td>Respondent Physically or Mentally Incapacitated</td>
<td>M34/T34</td>
<td>• Member unable to complete survey due to physical or mental disabilities.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Survey vendor is unable to obtain a proxy.</td>
</tr>
<tr>
<td>Respondent Institutionalized</td>
<td>M35/T35</td>
<td>• Member unable to complete survey due to institutionalization or residence in a group home or institution (e.g., hospice, nursing home).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Survey vendor is unable to obtain a proxy.</td>
</tr>
</tbody>
</table>
### “Nonresponse” Disposition Codes

<table>
<thead>
<tr>
<th>Final Disposition</th>
<th>Disposition Code</th>
<th>Definition/Explanation</th>
</tr>
</thead>
</table>
| Nonresponse After Maximum Attempts                | M36              | • No evidence to suggest bad address.  
• No mail questionnaire returned.  
• Survey vendor unable to obtain viable phone number OR unable to contact member by phone because on internal corporate DNC list.                                                                                           |
| Nonresponse After Maximum Attempts                | T36              | • No evidence to suggest bad address but no mail questionnaire returned. No evidence to suggest bad phone number. Survey vendor makes at least six phone attempts but is unable to contact member.  
• Evidence to suggest bad address. No evidence to suggest bad phone number. Survey vendor makes at least six phone attempts but is unable to contact member. |

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### Disposition Codes (Cont’d)

**NEW:** FIDE SNP **ONLY** T36 “Nonresponse” Disposition Code

<table>
<thead>
<tr>
<th>Final Disposition</th>
<th>Disposition Code</th>
<th>Definition/Explanation</th>
</tr>
</thead>
</table>
| Nonresponse After Maximum Attempts             | T36              | • No evidence to suggest the member’s address is bad. The member has not returned a mail questionnaire. No evidence to suggest the member’s telephone number is bad. The survey vendor makes at least five telephone attempts to each available telephone number but is unable to contact the member or a proxy.  
• There is evidence to suggest the member’s address is bad. No evidence to suggest the member’s telephone number is bad. The survey vendor makes five telephone attempts to each available telephone number but is unable to contact the member or a proxy. |
### “Nonresponse: Refusal” Disposition Codes

<table>
<thead>
<tr>
<th>Final Disposition</th>
<th>Disposition Code</th>
<th>Definition/Explanation</th>
</tr>
</thead>
</table>
| Refusal by Member                 | M32/T32          | • Incomplete survey with a note that member does not want to participate.  
• Verbal refusal to complete the survey.  
• Survey vendor may not contact proxy.* |
| Refusal by Proxy*                 | M37/T37          | • All proxies verbally refuse to complete survey.  
• If only one proxy is provided, proxy returns questionnaire with refusal note.  
• Survey vendor may contact additional proxies. |
| Refusal by Gatekeeper*            | M38/T38          | • Representative of institution refuses to:  
• Allow interview with the member.  
• Complete survey on behalf of member.  
• Complete survey but returns unanswered survey.  
• Survey vendor may attempt to contact proxies. |

*HOS-M PACE Only
**Disposition Codes (Cont’d)**

**“Ineligible” Disposition Codes**

<table>
<thead>
<tr>
<th>Final Disposition</th>
<th>Disposition Code</th>
<th>Definition/Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deceased</td>
<td>M20/T20</td>
<td>• Member is deceased.</td>
</tr>
</tbody>
</table>
| Language Barrier  | M23/T23          | • Member does not read or speak English, Spanish, or Chinese, and does not read Russian.  
                      |                  | • Survey vendor is unable to obtain a proxy. |
| Bad Address & Mail-Only Protocol | M24             | • Evidence of bad address **AND** member is in a mail-only protocol (Russian Follow-Up protocol). |
| Bad Address & Non-working/Unlisted Number or Member is Unknown at Dialed Number | T24             | • Evidence of bad address **AND** survey vendor is unable to obtain a viable phone number. |
## Disposition Codes (Cont’d)

### “Ineligible” Disposition Codes

<table>
<thead>
<tr>
<th>Final Disposition</th>
<th>Disposition Code</th>
<th>Definition/Explanation</th>
</tr>
</thead>
</table>
| Respondent Removed from Sample by RTI (PACE)           | M25/T25          | • RTI’s checks against EDB to identify members who died or disenrolled since sample was drawn.  
• Assigned when HOS-M Project Team notifies survey vendor to remove member from sample. |
| Respondent Removed from Sample (FIDE SNP)              | M25/T25          | • Assigned when HOS-M Project Team notifies survey vendor to remove member from sample.  
• Only assigned **with permission** from the HOS-M Project Team. |
Percent Complete

- HOS-M contains 34 potential response items
- Exclude 3 skip pattern items from calculation
  - Q17, Q18, Q19
- Denominator is 31 items

\[
\% \text{ Complete} = \frac{\text{Total Number of Answered Items (Exclude Skip Pattern Items)}}{\text{Total Response Items} - \text{Excluded Items}} \times 100
\]
Data Submission

- Prepare and Submit Data Files
- Interim Data Submission
- Final Data Submission
Prepare and Submit Data Files

• Survey vendors use NCQA’s secure file transfer system Accellion to submit HOS-M data to the HOS-M Project Team

• NCQA will provide survey vendors a secure file upload link prior to the opening of the interim and final data submission periods
Survey vendors use the following file naming conventions when submitting final HOS-M data files.

– Use unique file names with a “.txt” extension for each data file

– **NEW:** Begin the file name with “HOSMPACE” or “HOSMFIDESNP”

– Follow the prefix with respective vendor name

– For example: HOSMPACE_[Vendor Name].txt
Interim Data Submission

• Allows opportunity to test the data submission process and correct errors prior to submitting final data files

• Interim data files are due Thursday, October 5

• All data received up to three business days prior to the Interim Data Submission due date (Monday, October 2) must be processed and included in the interim data files
Survey vendors review records thoroughly prior to submission to confirm all data are accurate

Interim data files will be cleaned and analyzed

HOS-M Project Team will provide findings to survey vendors, if applicable, prior to Final Data Submission

Data collection issues identified during Interim Data Submission may warrant Discrepancy Reports

Survey vendors must correct any issues identified prior to Final Data Submission
Final Data Submission

- Final data files due Wednesday, November 15
- Final data files will be cleaned and analyzed
  - Data collection issues identified during Final Data Submission may warrant Discrepancy Reports
Questions?
Quality Oversight and Project Reporting

NCQA

Alyssa Hart, MPH
HOS Task Lead
Overview

- HOS-M Oversight Activities
  - Before Survey Administration
  - During Survey Administration
  - After Survey Administration
  - Ongoing Activities

- Technical Support

- Accellion
# Before Survey Administration

<table>
<thead>
<tr>
<th>Oversight Activity</th>
<th>Due Date</th>
<th>Comments from NCQA</th>
<th>Finalize Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailing Material Review</td>
<td>Friday, June 9</td>
<td>Friday, June 23</td>
<td>Wednesday, July 5</td>
</tr>
<tr>
<td>Electronic Telephone Interviewing Material Review</td>
<td>Friday, June 23</td>
<td>Friday, July 7</td>
<td>Monday, July 17</td>
</tr>
<tr>
<td>Survey Vendor QAP</td>
<td>Friday, June 30</td>
<td>Survey Vendor Conference Call (Monday July 17 – Monday, July 31)</td>
<td>Within 5 Business Days of call</td>
</tr>
</tbody>
</table>
Mailing Materials

- Review final print-ready English, Spanish, Chinese and Russian HOS-M mailing materials
- Survey vendors should title their questionnaires with tracking numbers when submitting to NCQA for review
- Survey vendors must submit materials for review in the format in which they will be printed
- Due Friday, June 9
  - Send electronic copies to hos@ncqa.org
  - Comment/approve by Friday, June 23
  - All materials must be final by Wednesday, July 5
Electronic Interviewing Materials

• Review proxy and non-proxy telephone interviewing screenshots and skip pattern logic in English, Spanish and Chinese

• Due Friday, June 23
  – Send electronic copies to hos@ncqa.org
  – Comment/approve by Friday, July 7
  – All materials must be final by Monday, July 17

• Survey vendors may also send website links to functioning telephone systems for the HOS-M Project Team to review, in addition to the screenshots

• Subcontractor(s) must follow the same review schedule
Survey Vendor QAP

• Describes survey vendor compliance with the HOS-M protocols and quality oversight processes
• Survey vendors must submit separate HOS and HOS-M QAPs
• QAPs must follow the Model QAP format (Appendix B in the QAG)
  – Due Friday, June 30
• NEW: Survey vendors should document their plans for remote operations in their QAPs for review and approval prior to fielding
# During Survey Administration

<table>
<thead>
<tr>
<th>Oversight Activities</th>
<th>Dates (2023)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey Vendor Conference Calls</td>
<td>Monday, July 17 – Monday, July 31</td>
</tr>
<tr>
<td>Seeded Mailings</td>
<td>July – September</td>
</tr>
<tr>
<td>Customer Support Reviews</td>
<td>July – August</td>
</tr>
<tr>
<td>Survey Vendor Progress Reports</td>
<td>July – December</td>
</tr>
<tr>
<td>Site Visits</td>
<td>October</td>
</tr>
<tr>
<td>Data Record Review</td>
<td>September – October</td>
</tr>
<tr>
<td>Electronic Telephone Interviewing Monitoring</td>
<td>September – October</td>
</tr>
<tr>
<td>Interim Data File Submission Deadline</td>
<td>Thursday, October 5</td>
</tr>
</tbody>
</table>
Survey Vendor Conference Calls

• Held **Monday, July 17 – Monday, July 31**
• Provide feedback on QAPs
  – If QAP revisions are needed, vendors must submit revisions within **five business days**
• Review major issues from previous year and discuss updates to survey administration
Seeded Mailings

• Assess timeliness of delivery and accuracy of mailing materials
• Include designated HOS-M Project Team contacts in all survey mailings that are sent to members (including prenotification letters)
• Document seeded mailing process in detail in QAP
• Seeded mailings must be created in the member mailing database as a QA tool
Seeded Mailings (Cont’d)

- Seed information:

<table>
<thead>
<tr>
<th>Laura Giordano</th>
<th>Alyssa Hart</th>
<th>Courtney Utter</th>
</tr>
</thead>
<tbody>
<tr>
<td>3133 E Camelback Rd</td>
<td>1100 13&lt;sup&gt;th&lt;/sup&gt; Street NW, Third Floor</td>
<td>1100 13&lt;sup&gt;th&lt;/sup&gt; Street NW, Third Floor</td>
</tr>
<tr>
<td>Ste 140</td>
<td>1100 13&lt;sup&gt;th&lt;/sup&gt; Street NW, Third Floor</td>
<td>Washington, DC 20005</td>
</tr>
<tr>
<td>Phoenix, AZ 85016</td>
<td>Washington, DC 20005</td>
<td>Washington, DC 20005</td>
</tr>
</tbody>
</table>
Customer Support Review

- Assess customer support responses to the specifications in QAG, HOS-M QAG Addendum, FIDE SNP QAG Addendum, and FAQ
- Customer support review: *Telephone*
  - HOS-M Project Team makes at least two anonymous calls to customer support line
- Customer support review: *Email*
  - Securely forward all customer support emails with responses on a weekly basis
  - Survey vendors may be asked to send member contact information and/or English translations of emails to HOS-M Project Team
Survey Vendor Progress Reports

- Tracks survey vendor status for adherence to the HOS-M protocols during survey administration
  - Submit progress reports to hos@ncqa.org
- Deadlines and report requirements in QAG addenda
  - Recurring deliverables
    - Narrative Reports (Reports #2-8)
    - Summary Status Reports (Reports #3-9)
    - Telephone Attempt Reports (Reports #6-9)
    - Member Correspondence (Reports #2-10)
Narrative Reports

Survey Progress and Vendor Experience

- Overview of mail and telephone protocols
  - Verification of mail out dates
- Summary of challenges/difficulties encountered
- Experience to date
- Customer support summary statistics
Synthesis of data collected to date

Monitor response rates for each protocol phase and processing of returned mail surveys

Submit two files (PACE and FIDE SNP, if applicable) with naming conventions:

– Survey Vendor Name_HOS-M_SSR_PACE_MM-DD-YY.xls
– Survey Vendor Name_HOS-M_SSR_FIDESNP_MM-DD-YY.xls

Use 2023 SSR template provided prior to fielding
### Telephone Attempt Report

- Summary status report includes report on progress with telephone attempts to date
  - Submit with Progress Reports #6-9
  - Report contract name, contract number, total number of cases to receive calls, number of cases with 1-9 or more telephone attempts (FIDE SNP) or 1-12 telephone attempts (PACE), and number of closed cases

<table>
<thead>
<tr>
<th>Plan Details</th>
<th>Total Number of Cases to Receive Calls</th>
<th>Number of Active Cases with No Attempts</th>
<th>Number of Active Cases with One Attempt</th>
<th>Number of Active Cases with Two Attempts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Number</td>
<td>Contract Name</td>
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</tbody>
</table>
## Biweekly Progress Reports

<table>
<thead>
<tr>
<th>Reporting Requirements</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REPORT #2</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Narrative Report:</strong></td>
<td></td>
</tr>
<tr>
<td>• Overview of prenotification letter and first questionnaire printing, fulfillment, and mailing processes.</td>
<td></td>
</tr>
<tr>
<td>• Verification of mail out dates of prenotification letter and first questionnaire mailing (e.g., USPS generated report).</td>
<td></td>
</tr>
<tr>
<td>• Status of staff training and SMS development.</td>
<td></td>
</tr>
<tr>
<td>• Confirmation of customer support functionality and testing.</td>
<td></td>
</tr>
<tr>
<td>• Outstanding issues or concerns.</td>
<td></td>
</tr>
<tr>
<td><strong>Other Deliverable:</strong> Member correspondence (white mail), if applicable.</td>
<td>Friday, July 28</td>
</tr>
<tr>
<td>Reporting Requirements</td>
<td>Due Date</td>
</tr>
<tr>
<td>------------------------</td>
<td>----------</td>
</tr>
<tr>
<td><strong>REPORT #3</strong></td>
<td><strong>Friday, August 11</strong></td>
</tr>
<tr>
<td><strong>Summary Status Report</strong></td>
<td></td>
</tr>
<tr>
<td>• PACE and FIDE SNP, if applicable.</td>
<td></td>
</tr>
<tr>
<td><strong>Narrative Report:</strong></td>
<td></td>
</tr>
<tr>
<td>• Overview of reminder/thank-you postcard mailing.</td>
<td></td>
</tr>
<tr>
<td>• Verification of mail out date of reminder/thank-you postcard mailing (e.g., USPS generated report).</td>
<td></td>
</tr>
<tr>
<td>• Outstanding issues or concerns.</td>
<td></td>
</tr>
<tr>
<td><strong>Other Deliverable:</strong></td>
<td>Member correspondence (white mail), if applicable.</td>
</tr>
<tr>
<td><strong>REPORT #4</strong></td>
<td><strong>Friday, August 25</strong></td>
</tr>
<tr>
<td><strong>Summary Status Report</strong></td>
<td></td>
</tr>
<tr>
<td>• PACE and FIDE SNP, if applicable.</td>
<td></td>
</tr>
<tr>
<td><strong>Narrative Report:</strong></td>
<td></td>
</tr>
<tr>
<td>• Overview of progress with protocol to date.</td>
<td></td>
</tr>
<tr>
<td>• Detail problems or issues to date.</td>
<td></td>
</tr>
<tr>
<td>• Outstanding issues or concerns.</td>
<td></td>
</tr>
<tr>
<td><strong>Other Deliverable:</strong></td>
<td>Member correspondence (white mail), if applicable.</td>
</tr>
</tbody>
</table>
Biweekly Progress Reports (Cont’d)

<table>
<thead>
<tr>
<th>Reporting Requirements</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>REPORT #5</td>
<td></td>
</tr>
<tr>
<td><strong>Summary Status Report</strong></td>
<td></td>
</tr>
<tr>
<td>• PACE and FIDE SNP, if applicable.</td>
<td>Friday, September 8</td>
</tr>
<tr>
<td><strong>Narrative Report:</strong></td>
<td></td>
</tr>
<tr>
<td>• Overview of second questionnaire mailing and second reminder/thank-you postcard mailing.</td>
<td></td>
</tr>
<tr>
<td>• Verification of mail out dates of second questionnaire mailing and second reminder/thank-you postcard mailing (e.g., USPS generated report).</td>
<td></td>
</tr>
<tr>
<td>• Overview of progress with protocol to date.</td>
<td></td>
</tr>
<tr>
<td>• Detail problems or issues to date.</td>
<td></td>
</tr>
<tr>
<td>• Provide high-level summary statistics on respondent calls to customer support line or email (summarize Frequently Asked Questions) and number of requests for Spanish, Chinese, and Russian versions of the instrument. Specify number of calls and/or emails requesting information regarding an internet version of the survey.</td>
<td></td>
</tr>
<tr>
<td>• Describe telephone protocol and training.</td>
<td></td>
</tr>
<tr>
<td>• Outstanding issues or concerns.</td>
<td></td>
</tr>
<tr>
<td><strong>Other Deliverable:</strong> Member correspondence (white mail), if applicable.</td>
<td></td>
</tr>
</tbody>
</table>
Biweekly Progress Reports (Cont’d)

<table>
<thead>
<tr>
<th>Reporting Requirements</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>REPORT #6 Summary Status Report</td>
<td>Friday, September 22</td>
</tr>
<tr>
<td>• PACE and FIDE SNP, if applicable.</td>
<td></td>
</tr>
<tr>
<td><strong>Narrative Report:</strong></td>
<td></td>
</tr>
<tr>
<td>• Overview of progress with protocol to date.</td>
<td></td>
</tr>
<tr>
<td>• Detail problems or issues to date.</td>
<td></td>
</tr>
<tr>
<td>• Describe process of converting partially completed surveys</td>
<td></td>
</tr>
<tr>
<td>• Report on progress with electronic telephone interviewing</td>
<td></td>
</tr>
<tr>
<td>Other Deliverable: Member correspondence (white mail), if</td>
<td></td>
</tr>
<tr>
<td>applicable.</td>
<td></td>
</tr>
</tbody>
</table>
### Reporting Requirements

<table>
<thead>
<tr>
<th>REPORT #7</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Summary Status Report</strong></td>
<td>Friday, October 6</td>
</tr>
<tr>
<td>• PACE and FIDE SNP, if applicable.</td>
<td></td>
</tr>
<tr>
<td><strong>Narrative Report:</strong></td>
<td></td>
</tr>
<tr>
<td>• Outstanding issues or concerns.</td>
<td></td>
</tr>
<tr>
<td>• Detail problems or issues to date.</td>
<td></td>
</tr>
<tr>
<td>• Report on progress of electronic telephone interviewing implementation.</td>
<td></td>
</tr>
<tr>
<td>• Report on experience with submitting interim data files.</td>
<td></td>
</tr>
<tr>
<td><strong>Other Deliverable:</strong> Member correspondence (white mail), if applicable.</td>
<td></td>
</tr>
</tbody>
</table>
## Biweekly Progress Reports (Cont’d)

<table>
<thead>
<tr>
<th>Reporting Requirements</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>REPORT #8</td>
<td></td>
</tr>
<tr>
<td><strong>Summary Status Report</strong></td>
<td></td>
</tr>
<tr>
<td>• PACE and FIDE SNP, if applicable.</td>
<td></td>
</tr>
<tr>
<td><strong>Narrative Report:</strong></td>
<td></td>
</tr>
<tr>
<td>• Overview of progress with protocol to date.</td>
<td>Friday, October 20</td>
</tr>
<tr>
<td>• Detail problems or issues to date.</td>
<td></td>
</tr>
<tr>
<td>• Report on progress of electronic telephone interviewing implementation.</td>
<td></td>
</tr>
<tr>
<td><strong>Other Deliverable:</strong> Member correspondence (white mail), if applicable.</td>
<td></td>
</tr>
<tr>
<td>REPORT #9</td>
<td></td>
</tr>
<tr>
<td><strong>Summary Status Report</strong></td>
<td></td>
</tr>
<tr>
<td>• PACE and FIDE SNP, if applicable.</td>
<td>Friday, November 3</td>
</tr>
<tr>
<td><strong>Other Deliverable:</strong> Member correspondence (white mail), if applicable.</td>
<td></td>
</tr>
</tbody>
</table>
White mail sent biweekly to HOS-M Project Team:

- Written notes/letters, notes on cover letters, prenotification letters, survey covers, or envelopes must be sent
- Forward any member correspondence that appears to be directed at CMS or the government
- Not required to forward white mail that indicates a member is ineligible (e.g., deceased, institutionalized, wrong address, language barrier)
- Not required to forward marginal comments written on the survey
• Survey vendors monitor 10%, at a minimum, including subcontractors and across all survey languages

• HOS-M Project Team will conduct silent monitoring of interviewers and interviewing system
  – HOS-M Project Team will conduct separate monitoring sessions with each subcontractor and separate sessions for HOS and HOS-M telephone interviewing
Site Visits

• Evaluate survey vendor’s compliance with the QAG and QAG addenda
  – Project organization
  – Survey management system
  – Staff training
  – Sample file processing
  – Oversight of staff and subcontractors
  – Mail and telephone operations
  – Data security

• Site visits may be conducted remotely
  – Survey vendors share and present all required systems, processes, and documentation using web conferencing
Data Record Review

• Review select records of varying survey dispositions and survey rounds
• Track record throughout survey timeline
  – Sample file
  – Address and telephone update
  – Mail phase
  – Data receipt and entry
  – Telephone phase
  – Data submission
• Provide documentation
  – Hard copy or scanned images
  – Telephone recording
  – Customer support logs
Data Record Review (Cont’d)

- Survey vendor systems/databases must be available to the HOS-M Project Team
- HOS-M Project Team will provide a list of requirements and records prior to the review
- Conduct reviews remotely
# After Survey Administration

<table>
<thead>
<tr>
<th>Oversight Activities</th>
<th>Dates (2023)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey Vendor Final Report</td>
<td>Friday, November 17</td>
</tr>
<tr>
<td>Report of HOS-M Records Stored</td>
<td>Friday, December 1</td>
</tr>
</tbody>
</table>
Three components:

1. Data synthesis (required)
2. Discussion component (required)
   - Survey implementation, issues encountered, lessons learned, recommendations
   - Continual updating of sample information with RTI
   - List any additional language translations requested by PACE organizations
   - List any additional survey modes requested by PACE organizations and/or respondents (e.g., internet, text) and number of requests
3. Recommendations for 2024 HOS-M Administration
Ongoing Activities

- Discrepancy Reports & Corrective Action Plan
- Technical Support
Appendix G of QAG

Complete and submit Discrepancy Report within one business day

Provide as much information as possible
  – Discrepancy Description
  – Corrective Action Plan

Discrepancy Report Form

Instructions: Submit the Discrepancy Report Form to the HOS Project Team (hos@ncepa.org). Initial discrepancy reports must be submitted within one business day of discovering the discrepancy occurred, regardless of whether the organization is still determining all relevant information. Complete as many fields in this report as possible. Information not known at the time of completing the initial report should be recorded as “Pending.” Any information reported as “Pending” must be included in an updated Discrepancy Report due within one week of submitting the original report. More than one updated report may be required. Do not include any PHI/HIPPI in the Discrepancy Report Form or in any emails to the HOS Project Team.

<table>
<thead>
<tr>
<th>I. General Information</th>
<th>Select one: □ Initial Report □ Updated Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Organization:</td>
</tr>
<tr>
<td>Title:</td>
<td>Address:</td>
</tr>
<tr>
<td>Email:</td>
<td>Telephone:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>II. Description of Discrepancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe the discrepancy and include any additional information that may help the HOS Project Team understand what occurred. Provide as much detail as possible, including the discrepancy time frame (when the issue occurred during survey administration), how you identified the discrepancy, and causes of the discrepancy.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date Discrepancy Discovered:</th>
<th>Discrepancy Time Frame:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Detailed Description of Discrepancy and How the Discrepancy Was Discovered:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>III. Impact of Discrepancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide a breakdown of affected surveys and impacted members by CMS Contract. Insert one row for each contract impacted. If the issue impacts your entire sample, write in “All” under each category.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Survey Languages Impacted:</th>
<th>□ English □ Spanish □ Chinese □ Russian</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>CMS Contract Number</th>
<th>Number of Affected Surveys</th>
<th>Number of Sampled Members Impacted</th>
</tr>
</thead>
</table>

| How Was Estimation of Affected Surveys Reached? |
Technical Support

• Email hos@ncqa.org
  – Reports, updates, and questions

• Contact the project team with questions, comments, requests, or concerns
  – Call to report/discuss urgent matters immediately and follow up with email
    • Alyssa Hart – (202) 517-8005
    • Ruth Boansi – (202) 315-1562
NCQA’s Secure Site Accellion

- NCQA uses an Accellion account system
  - All new users must register with the system
- All materials and documents sent via Accellion
- Sample files will be sent via Accellion
- Survey vendors use Accellion to securely send member correspondence
- Survey vendors use Accellion to submit interim and final data files
- Accellion address: [https://accellion.ncqa.org](https://accellion.ncqa.org)
NCQA’s Secure Site Accellion (Cont'd)

• NCQA provides an Accellion file request to survey vendors
• The file request does not expire and should be used to send secure files to the Project Team throughout survey administration
  – Access the file request by logging in to https://accellion.ncqa.org
Other Resources

- NCQA’s Customer Support
  - 1-888-275-7585
  - To verify legitimacy or for questions about NCQA
- 1-800 Medicare
  - 1-800-633-4227
  - To verify legitimacy of the survey
  - Complaints, compliments, concerns about Medicare, MAOs, physicians, or care received
Questions?
Polling Question 3

The HOS-M Project Team will make at least ____ anonymous calls to the customer support line.
Questions and Closing

NCQA

Ruth Boansi, MPH
HOS Project Director
Following training, survey vendors will receive an email with a link to an online training evaluation.

Intent is to collect feedback to improve future training sessions.

Designate one person from your organization to complete.

Required to obtain final approval.

Evaluation is due Friday, June 2.
Post-Training Test
Post-Training Test Instructions

• Only one person from each survey vendor may complete the test
• The test will be administered immediately after the training
• Survey vendors have 20 minutes to complete the test
• Survey vendors must complete to obtain final approval