

HEDIS® 2020 Volume 6

Specifications for the Medicare Health Outcomes Survey

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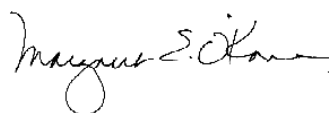
Acknowledgments

NCQA is proud to release *HEDIS 2020 Volume 6: Specifications for the Medicare Health Outcomes Survey*. The Medicare Health Outcomes Survey (HOS) is the first HEDIS outcome measure for Medicare beneficiaries. The results of this longitudinal study afford Medicare Advantage Organizations (MAO) the opportunity for continual improvement of the quality of care they provide to their members.

NCQA would like to thank the Centers for Medicare & Medicaid Services (CMS) for continued leadership and support of the survey instrument and survey protocol. We also acknowledge Health Services Advisory Group, Inc. (HSAG) and RTI International for their invaluable contributions. HSAG is the CMS contractor for HOS data cleaning, analysis, dissemination, and applied research, and provides important feedback during data cleaning and analysis that inform annual improvements to the HOS implementation process. RTI International is NCQA's subcontractor for survey sampling and special analyses.

We thank all contributors for their continued dedication to this effort, which positively impacts the quality of health care provided to Medicare members.

Sincerely,

A handwritten signature in black ink, appearing to read "Margaret E. O'Kane". The signature is fluid and cursive, with a large initial "M" and a stylized "O'Kane".

Margaret E. O'Kane
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Overview

HEDIS 2020

The Healthcare Effectiveness Data and Information Set (HEDIS) is one of the most widely used sets of health care performance measures in the United States. The term “HEDIS” originated in the late 1980s as the product of a group of forward-thinking employers and quality experts and was entrusted to NCQA in the early 1990s. NCQA has expanded the size and scope of HEDIS to include measures for physicians, Accountable Care Organizations, and other organizations. HEDIS 2020 is published across a number of volumes and includes 96 measures across 6 domains:

- Effectiveness of Care.
- Access/Availability of Care.
- Experience of Care.
- Utilization and Risk Adjusted Utilization.
- Health Plan Descriptive Information.
- Measures Collected Using Electronic Clinical Data Systems.

Volume 1: Narrative	A general overview of the HEDIS measurement set and how the data are used.
Volume 2: Technical Specifications for Health Plans	The technical specifications for the HEDIS nonsurvey measures for organizations; instructions on data collection for each measure; general guidelines for calculations and sampling.
Technical Specifications for ACO Measurement	The technical specifications for the HEDIS quality measures for Accountable Care Organizations.
Volume 3: Specifications for Survey Measures	The technical specifications for HEDIS survey measures and standardized surveys from the Consumer Assessment of Healthcare Providers and Systems (CAHPS ^{®1}) program.
Volume 5: HEDIS Compliance Audit: Standards, Policies and Procedures	The accepted method for auditing the HEDIS production process, including an information systems capabilities assessment and an evaluation of compliance with HEDIS specifications. Standards that Certified HEDIS Compliance Auditors must use when conducting a HEDIS audit.
Volume 6: Specifications for the Medicare Health Outcomes Survey	The technical specifications for the Health Outcomes Survey (HOS).
HEDIS Technical Specifications for Long-Team Services and Support Measurement	The technical specifications for organizations providing Medicaid long-term services and supports (LTSS).

How HEDIS Is Developed

NCQA’s Committee on Performance Measurement (CPM), which includes representation from purchasers, consumers, health plans, clinicians, and policy makers, oversees the evolution of the measurement set. Multiple Measurement Advisory Panels (MAP) provide clinical and technical knowledge required to develop the measures. Additional HEDIS Expert Panels and the Technical Measurement Advisory Panel (TMAP) provide invaluable assistance by identifying methodological issues and providing feedback on new and existing measures.

¹ CAHPS[®] is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

What's New in Volume 6?

- Added Chinese language telephone protocol to HOS.
- Updated the HOS and HOS-M prenotification letters, the letters for the first questionnaire, the letters for the replacement questionnaire, and the reminder/thank-you postcards.

If You Have Questions About the Specifications

Policy Clarification Support (PCS)

NCQA provides different types of policy support to customers, including a function that allows customers to submit specific policy interpretation questions to NCQA staff through My NCQA at <https://my.ncqa.org>.

FAQs and Policy Updates

The FAQs and Policy Updates clarify HEDIS uses and specifications, and are posted to the NCQA website (<https://www.ncqa.org>) on the 15th of each month.

Additional Resources

In addition to the specification volumes, NCQA provides a variety of resources to help organizations understand measure specifications, collect data, and report audited HEDIS results:

- Each organization implementing HEDIS is strongly encouraged to join NCQA's HEDIS Users Group (HUG) for technical assistance and guidance on interpreting the specifications. Membership benefits include NCQA HEDIS and Accreditation publications, newsletters, online seminars, and discount vouchers for HEDIS conferences and publications. For more information, email hug@ncqa.org.
- Organizations that are involved in NCQA Accreditation and Certification activities are encouraged to join the Accreditation and Certification Users Group (ACUG). The ACUG provides a learning and development platform for members to discuss updates applicable to their organization's procedures. Membership benefits include a monthly newsletter; WebEx discussions; and vouchers for publications, educational conferences, and Quality Compass®.² For more information, email acug@ncqa.org or go to <https://www.ncqa.org/programs/accreditation/accreditation-certification-users-group-acug> for a full description of the program.
- All HEDIS publications are available as electronic publications ("e-pubs"), which contain the complete text of NCQA printed publications and are sold by user license. E-pubs are protected Microsoft Word and Excel files sent to the purchaser via email. E-pubs are simple to download onto a PC, network, or intranet.
- NCQA produces many publications that are relevant to organizations and physicians interested in improving the quality of health care. To obtain a list or to order publications, go to the NCQA Publications Center at <https://www.ncqa.org/publications> or call Customer Support at 888-275-7585.
- NCQA educational seminars provide valuable information on NCQA standards and the survey process. Several course offerings range from a basic introduction to HEDIS and NCQA standards to advanced techniques for quality improvement. For information about NCQA conferences, go to <https://www.ncqa.org/professional-development> or call Customer Support at 888-275-7585.

² Quality Compass® is a registered trademark of the National Committee for Quality Assurance (NCQA).

Reporting Hotline for Fraud and Misconduct

NCQA does not tolerate submission of fraudulent, misleading or improper information by organizations as part of their survey process or for any NCQA program.

NCQA has created a confidential and anonymous Reporting Hotline to provide a secure method for reporting perceived fraud or misconduct, including submission of falsified documents or fraudulent information to NCQA that could affect NCQA-related operations (including, but not limited to, the survey process, the HEDIS measures and determination of NCQA status and level).

How to Report

- **Toll-Free Telephone:**
 - English-speaking USA and Canada: **844-440-0077** (not available from Mexico).
 - Spanish-speaking North America: **800-216-1288** (from Mexico, user must dial 001-800-216-1288).
- **Website:** <https://www.lighthouse-services.com/ncqa>.
- **Email:** reports@lighthouse-services.com (must include NCQA's name with the report).
- **Fax:** 215-689-3885 (must include NCQA's name with the report).

Reporting Data Errors to NCQA

Because audited HEDIS data are used to establish plans' accreditation status and in many NCQA programs and products, NCQA must be made aware of data problems in any previously reported rate.

Organizations must immediately report any error in a measure rate or in its component (in any previous submission, regardless of timing) that is >5% higher or lower than what was reported originally. These should be reported to NCQA through PCS via My NCQA (<https://my.ncqa.org>). The report to NCQA must include:

- A description of the issue that includes:
 - The correct rate.
 - The error's cause.
 - How the error was discovered.
 - How the error was corrected.
- The HEDIS measure year and the measures affected.
- The submissions affected.
- The impact on reported rates.

Auditors must document all findings for the year in question and the current year's corrections. Findings must be included in the work papers and must be noted in detail in the organization's Final Audit Report.

Introduction

Introduction

Background

The Medicare HOS measure targets the Medicare population in managed care settings. It was developed in 1997, in response to the fast-growing number of Medicare beneficiaries receiving their health care through managed care organizations. Initially titled *Health of Seniors*, the measure was renamed *Medicare Health Outcomes Survey* to reflect the inclusion of Medicare recipients who are disabled and under age 65.

The HOS assesses a Medicare Advantage Organization's (MAO) ability to maintain or improve the physical and mental health of its Medicare members over time. The survey is administered to a sample of members from each MAO at the beginning and end of a two-year period. For each member who completes a Baseline and a Follow-Up Survey, a two-year change score is calculated and (accounting for risk-adjustment factors) the member's physical and mental health status is categorized as "better than expected," "the same as expected," or "worse than expected." Members who are deceased at Follow-Up are included in the "worse than expected" physical outcome category at the contract level. Summary HOS results are calculated for each MAO based on aggregated member outcomes.

The goal of the HOS is to gather valid, reliable, and clinically meaningful data that have many uses:

- Target quality improvement activities and resources.
- Monitor health plan performance and reward top-performing health plans.
- Help beneficiaries make informed health care choices.
- Advance the science of functional health outcomes measurement, quality improvement interventions, and strategies.

HOS Instrument

The HOS evaluates physical and mental health using a set of survey questions known as the *Veterans RAND 12 Item Health Survey (VR-12)*,^{3,4} a multipurpose, short-form health survey with 14 questions. The HOS instrument has used the VR-12 since 2006 when version HOS 2.0 was implemented. It previously used a 36-item survey; the shorter instrument was adopted to reduce response burden and survey costs, while producing similar results. The body of literature supports the shorter survey as a reliable and valid substitute for a 36-item health survey.

³ Kazis, L.E., et. al. April 1998. Health Status of Veterans: Physical and Mental Component Summary Scores (SF-12V). *1997 National Survey of Ambulatory Care Patients, Executive Report*. Office of Performance and Quality, Health Assessment Project HSR&D Field Program, VHA National Customer Feedback Center, Washington, D.C., Bedford and West Roxbury, Massachusetts.

⁴ Kazis, L.E., et. al. April 1999. Health Status and Outcomes of Veterans: Physical and Mental Component Summary Scores (Veterans SF-12). *1998 National Survey of Hospitalized Patients, Executive Report*. Office of Performance and Quality, Health Assessment Project, HSR&D Field Program, Washington, D.C., and Bedford, Massachusetts.

The VR-12 is a subset of the *Veterans RAND 36 Item Health Survey (VR-36)*. Conversion formulas have been developed and validated for comparison of the VR-36 and VR-12 with the earlier 36-item survey that allow reliable comparison of HOS 1.0, HOS 2.0, HOS 2.5, and HOS 3.0 results.^{5,6,7,8,9}

Components of the HOS

The HOS questionnaire comprises the following major components:

- The VR-12, the core component.
- Questions to gather information for case mix and risk adjustment.
- Questions to collect results for selected HEDIS Effectiveness of Care measures.
- Questions as part of Section 4302 of the Affordable Care Act (Race, Ethnicity, Primary Language, Sex, and Disability Status).
- Additional health questions.

The VR-12 was constructed as a shorter scale that satisfies the minimum psychometric standards necessary for group comparison. It measures eight health concepts, selected from 40 included in the original Medical Outcomes Survey,¹⁰ representing the most frequently measured concepts in widely used health surveys and those most affected by disease and treatment.¹¹

The HOS evaluates physical and mental health using the VR-12.^{3,4} The VR-12 consists of selected items from each of the eight concepts of health in the earlier 36-item survey.¹² As in the 36-item survey, items are scored and summarized into a physical component summary (PCS) score and a mental component summary (MCS) score.

The VR-12 is suitable for self-administration or for direct administration by trained interviewers and has been successfully administered to older populations with specific diseases in the United States with a high degree of patient acceptability and data quality.

⁵ Kazis, L.E., A. Selim, W. Rogers, X.S. Ren, A. Lee, D.R. Miller. 2006. Dissemination of methods and results from the Veterans Health Study: Final comments and implications for future monitoring strategies within and outside the Veterans Health Care System. *J Ambulatory Care Management* 29:4 310–19.

⁶ Kazis, L.E., D.R. Miller, K.M. Skinner, A. Lee, X.S. Ren, J.A. Clark, W.H. Rogers, A. Spiro III, M. Selim, S.M. Linzer, D. Payne, B. Mansell, G. Fincke. 2006. Applications of Methodologies of the Veterans Health Study in the VA Health Care System: Conclusions and Summary. *J Ambulatory Care Management* 29:2 182–8.

⁷ Kazis, L.E., A. Lee, A. Spiro III, W. Rogers, X.S. Ren, D.R. Miller, A. Selim, A. Hamed, S.C. Haffer. Summer 2004. Measurement Comparisons of the Medical Outcomes Study and the Veterans SF-36® Health Survey. *Health Care Financing Review* Vol. 25:4 43–58.

⁸ Kazis, L.E., D.R. Miller, J.A. Clark, K.M. Skinner, A. Lee, X.S. Ren, A. Spiro III, W.H. Rogers, J.E. Ware, Jr. 2004. Improving the response choices on the veterans SF-36 health survey role functioning scales: results from the Veterans Health Study. *J Ambulatory Care Management* 27:3 263–80.

⁹ Jones, D., L. Kazis, A. Lee, W. Rogers, K. Skinner, L. Cassar, N. Wilson, A. Hendricks. 2001. Health status assessments using the Veterans SF-36 and SF-12. Methods for evaluating outcomes in the Veterans Health Administration. *J Ambulatory Care Management* 24(3):1–19.

¹⁰ Stewart, A.L., and J.E. Ware. 1994. *Measuring Functioning and Well-Being: The Medical Outcomes Study. Approach*. Boston, MA: The Health Institute.

¹¹ Ware, J.E. 1995. The status of health assessment 1994. *Annu Rev Public Health* 16:327–54.

¹² Kazis, L.E., X.S. Ren, A. Lee, K. Skinner, W. Rogers, J. Clark, D.R. Miller. 1999. Health status in VA patients: results from the Veterans Health Study using the Veterans SF-36. *Am J Med Quality* 14:28–38.

The taxonomy underlying the construction of the VR-12 scales (concepts) and summary measures has three levels:

1. Fourteen items.
2. Eight scales that aggregate one or two items each.
3. Two summary measures that aggregate the eight scales.

VR-12 scales cover...

Physical Functioning (PF)	Two questions ask respondents to indicate the extent to which their health limits their physical activities.
Role—Physical (RP)	Two questions ask respondents whether their physical health limits them in the kind of work or other usual activities they perform, in terms of time and performance.
Bodily Pain (BP)	One question asks respondents to indicate the extent to which pain interferes with the respondent's normal activities.
General Health (GH)	One question asks respondents to rate their current, overall health status.
Vitality (VT)	One question asks respondents to rate their well-being by indicating how frequently they experience energy.
Social Functioning (SF)	One question asks respondents to indicate limitations in social functioning that result specifically because of their health.
Role—Emotional (RE)	Two questions ask respondents if emotional problems have caused them to accomplish less in their work or other usual activities, in terms of time and performance.
Mental Health (MH)	Two questions ask respondents how frequently they felt calm and peaceful, and how frequently they felt downhearted and blue.
	In addition, a two-item measure of change in health asks respondents to rate their general physical health and emotional problems now, compared with one year ago. These two items do not contribute to any of the eight scales and are not used in the calculation of PCS and MCS scores.
Summary measures	<p>The eight scales provide the basis for two summary measures, the PCS and the MCS, and form two distinct, higher-ordered clusters (principal components), which are the basis for scoring the PCS and MCS measures. Previous work has demonstrated that the 12-item survey explains over 85 percent of the variance in PCS and over 94 percent of the variance in MCS.^{7,9}</p> <p>Four scales (GH, PF, RP, and BP) correlate most highly with the physical component and contribute significantly to scoring the PCS measure. Four scales (SF, RE, MH, and VT) correlate most highly with the mental component and contribute significantly to scoring the MCS measure. Three scales (GH, VT, and SF) correlate substantially with both components. All eight scales are used in the calculation of both summary measures.</p>

Higher scores represent better health on individual scales and on the PCS and MCS measures. The PCS and MCS scores are standardized using normative values for the general United States population; a score of 50 represents the national average for summary scores.

An additional property of norm-based scoring is that a 10-point difference (above or below the mean score of 50) represents one standard deviation from the national average. These characteristics make it easier to interpret results from comparisons between sampled populations (e.g., health plan members) and national norms.

Risk-Adjusted Comparison

HOS outcome scores are determined by comparing observed-to-expected changes in physical and mental health for all individuals in the sample. In addition to the VR-12 core questions, the HOS questionnaire contains a number of other items that provide information needed for adjustment of observed outcomes, to account for risk outside of MAO control, such as chronic comorbid conditions and functional limitations. Risk adjustment is essential for meaningful and valid plan-to-plan comparison of health outcomes.

HOS defines outcome as a change in health over time, characterized by the direction and magnitude for a given respondent. Because respondents are measured twice—at Baseline and again after two years—they serve as their own control. The Baseline score does not capture all factors that might affect a respondent's health status. Plan-to-plan comparison of health outcomes is also adjusted for a number of respondent characteristics at Baseline, including age, gender, race, education, and chronic conditions. Results of the risk-adjusted outcomes are aggregated across respondents for each MAO.

Use of Health Status Information

HOS summary health status scores measure the change over two years in the physical and mental health experienced by people with Medicare. Consumers, purchasers, and providers use patient-based assessments of health status, such as the VR-12, in four ways:

1. To monitor the health of the general population.
2. To evaluate treatment outcomes and procedures.
3. To monitor and evaluate decision making in clinical practice.
4. To provide external performance measurement.

HOS Data Collection and Reporting Activities

CMS is committed to monitoring the quality of care provided by MAOs. To evaluate this care and to give better information about MAO performance to Medicare beneficiaries, CMS requires the MAOs with which it contracts to report HEDIS measures, including HOS. The table below summarizes HOS data collection and reporting activities since 2016.

	Year 19 (2016)	Year 20 (2017)	Year 21 (2018)	Year 22 (2019)	Year 23 (2020)
Cohort 16	2013–2015 Cohort 16 Performance Measurement Results				
Cohort 17	Cohort 17 Follow-Up Data Collection	2014–2016 Cohort 17 Performance Measurement Results			
Cohort 18		Cohort 18 Follow-Up Data Collection	2015–2017 Cohort 18 Performance Measurement Results		
Cohort 19	Cohort 19 Baseline Data Collection		Cohort 19 Follow-Up Data Collection	2016–2018 Cohort 19 Performance Measurement Results	
Cohort 20		Cohort 20 Baseline Data Collection		Cohort 20 Follow-Up Data Collection	2017–2019 Cohort 20 Performance Measurement Results
Cohort 21			Cohort 21 Baseline Data Collection		Cohort 21 Follow-Up Data Collection
Cohort 22				Cohort 22 Baseline Data Collection	
Cohort 23					Cohort 23 Baseline Data Collection

Health Outcomes Survey—Modified

The Medicare Health Outcomes Survey—Modified (HOS-M), originally titled *PACE Health Survey*, was fielded for the first time in 2002. The HOS-M is administered to vulnerable Medicare beneficiaries who are enrolled in Program of All-Inclusive Care for the Elderly (PACE) plans and are at greatest risk for poor health outcomes.

The main goal of the HOS-M is to assess the frailty of the population in order to adjust Medicare payments. HOS-M survey results are calculated annually and are based on responses from a random sample of members (the HOS-M survey is not a cohort study). For smaller plans, the entire population is surveyed.

CMS HOS Survey Vendor Program

CMS developed the HOS Survey Vendor Program to establish standardized data collection to promote comparability of results across MAOs. MAOs must contract with a CMS-approved HOS survey vendor to administer the survey. To become a CMS-approved HOS survey vendor, an organization must demonstrate that it has the capability, experience, and personnel to collect and report accurate survey results.

CMS holds annual survey vendor training on data collection protocols, the *Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4* and submission of survey data. Upon successful completion of HOS training, survey vendors are approved to collect HOS for one year. CMS posts the list of approved HOS survey vendors on the HOS website (<https://www.hosonline.org/>). Annual approval is contingent on acceptable performance in survey administration and annual participation in HOS survey vendor training.

HOS Minimum Business Requirements

Survey vendors must meet the *2020 HOS Minimum Business Requirements* and adhere to the Rules of Participation.

Relevant Survey Experience	Survey vendors must meet the number of years in business requirement, have the appropriate organizational survey experience, the appropriate number of years conducting surveys, and meet the requirements for administering the survey in multiple survey languages.
Organizational Survey Capacity	Survey vendors must have the capacity to handle the estimated workload, including designated personnel, system resources; and the capability to handle the mode of survey administration, data submission, data security, data retention, confidentiality, and technical assistance/customer support.
Quality Control Procedures	Survey vendors must demonstrate quality control procedures for all phases of survey implementation and as specified in the <i>Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4</i> , and meet training requirements for all relevant personnel.

HOS-M

A separate CMS HOS-M survey vendor approval is required to administer the HOS-M. NCQA notifies PACE organizations which survey vendor is approved to administer the HOS-M.

NCQA Operations Oversight

To standardize data collection processes, NCQA provides operations oversight for the HOS measure implementation. CMS expressly prohibits survey vendors from augmenting or adjusting the HOS protocol or instrument without CMS and NCQA approval.

Quality Assurance Guidelines	The <i>Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4</i> describe oversight activities that monitor survey vendor performance and protocol adherence. The <i>Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4</i> include information on protecting the confidentiality of sampled members and document CMS' approach to monitoring survey vendor compliance.
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In conjunction with HEDIS Volume 6, the *Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4* provide survey vendors with complete guidelines for HOS data collection and reporting. CMS requires survey vendors to submit quality assurance plans (QAP) prior to survey implementation and evaluates survey vendor performance against the QAP throughout survey administration.

Biweekly reporting

The *Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4* require survey vendors to submit biweekly progress reports during the data collection process. Biweekly reporting allows NCQA to assess survey vendor compliance with the survey protocol and track anticipated response rates. Following data collection, survey vendors provide NCQA with a final, detailed status report that provides a retrospective discussion of survey implementation, lessons learned, and recommendations for the upcoming year's administration.

Site visits

CMS may opt to conduct a site visit to survey vendors during the data collection phase of survey administration. During this visit, NCQA verifies that survey management systems are in place, including survey issuance and receipt control systems, in addition to an established functional, automated survey management system, and processes for protecting member confidentiality. The site visit provides survey vendors with the opportunity to discuss their experiences administering the survey.

Other methods of oversight

NCQA uses other methods of operations oversight during data collection:

- Regular updates and correspondence via telephone and email.
- Telephone conferences with CMS and survey vendors.
- Offsite monitoring of survey vendors' customer support line and emails.
- Offsite silent monitoring of telephone interviews.
- Data record review.
- Data validation of member-level data files.
- Technical assistance.

Survey Administration

Collaborative organizations

Collecting and reporting the HOS measure requires collaboration between MAOs, CMS-approved HOS survey vendors, CMS, and NCQA and its subcontractors. Each organization has specific responsibilities to perform.

MAOs

The following MAOs and other organization types with Medicare contracts in effect on or before January 1, 2019, are required to report Baseline HOS in 2020, provided that they have a minimum enrollment of 500 members as of February 1, 2020:

- All MAOs, including all coordinated care plans, Private Fee-for-Service contracts, and Medical Savings Account contracts.
- Section 1876 Cost contracts even if they are closed for enrollment.
- Employer/union only contracts.
- Medicare-Medicaid Plans.

All MAOs and organization types that reported a Cohort 21 Baseline Survey in 2018 are required to administer a Cohort 21 Follow-Up Survey in 2020. In the event of a consolidation, merger, or novation, the surviving contract must report Follow-Up HOS for all members of all contracts involved. All eligible members of consolidated, merged, or novated contracts will be resurveyed and the results will be reported as one under the surviving contract. In the event of a contract conversion, the contract must report if its new organization type is required to report.

MAOs contract with a CMS-approved HOS survey vendor to administer the HOS measure and notify NCQA of their contractual arrangements. MAOs provide survey vendors with a data file that contains member contact information and are responsible for the integrity of the data file provided to survey vendors.

Institutional-Special Needs Plans (I-SNP)

CMS will exclude beneficiaries enrolled in I-SNPs at the plan benefit package (PBP) level from the HOS Baseline survey. Contracts in effect on or before January 1, 2019, with only one PBP, or with multiple PBPs that are all I-SNPs, are excluded from the Baseline Survey. Contracts with a minimum of 500 non-I-SNP members after I-SNP members have been excluded, are required to administer HOS in 2020 to their non-I-SNP members. Contracts with less than 500 non-I-SNP members after I-SNP members are excluded are not required to report HOS Baseline.

All contracts that administered the Cohort 21 Baseline in 2018 are required to administer Cohort 21 Follow-Up in 2020.

PACE Organizations

All PACE organizations with Medicare contracts in effect on or before January 1, 2019, and with a minimum enrollment of 30 members as of October 1, 2019, are required to administer the HOS-M Survey in 2020. PACE organizations contract with the CMS-approved HOS-M survey vendor.

FIDE SNPs

MAOs offering Fully Integrated Dual Eligible (FIDE) Special Needs Plans (SNP) may elect to report HOS or HOS-M at the plan benefit package (PBP) level to determine eligibility for a frailty adjustment payment under the Affordable Care Act. For contracts with more than 500 members, voluntary reporting is in addition to standard HOS requirements for quality reporting at the contract level. CMS will notify MAOs that have chosen HOS-M for their FIDE SNP if they lack sufficient enrollment to field the HOS-M.

The requirements for participating in the HOS or HOS-M for frailty are as follows:

- The contract must exist as of January 1, 2019.
- The PBP that will be the FIDE SNP in 2021 must exist as a Dual Eligible SNP as of January 1, 2020.
- The surveyed PBP must have at least 50 enrollees.
- The MAO must notify CMS of its intent to participate by October 31, 2019.

**CMS-approved
HOS survey
vendors**

Survey vendors administer the HOS measure using the HEDIS protocol described in this volume and adhere to all guidelines in the *Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4*, including guidelines for protecting member confidentiality and requirements for protocol adherence.

Survey vendors submit member-level data files containing HOS data to NCQA, in compliance with the HOS data collection schedule.

CMS

CMS notifies MAOs of the general HOS reporting requirements through a bulletin in its Health Plan Management System (HPMS).

CMS contracts with NCQA to conduct survey vendor training and provide operational and survey vendor oversight for survey administration.

CMS approves survey vendors to administer HOS on an annual basis.

CMS contracts with HSAG to evaluate data quality, calculate HOS results, and report MAO-specific results to MAOs.

HOS measures are included in the Medicare Star Ratings, which CMS reports publicly every fall on the Medicare Plan Finder website (<https://www.medicare.gov/find-a-plan>).

NCQA

NCQA notifies MAOs that they are required to participate in the survey and provides guidelines for contracting with CMS-approved HOS survey vendors.

NCQA oversees the generation of HOS samples and provides them to survey vendors.

NCQA conducts annual survey vendor training and provides oversight to ensure survey vendors follow HOS data collection protocols.

HEDIS 2019 Medicare HOS Experience

In 2019, 473 MA contracts participated in the Baseline Survey and 420 participated in the Follow-Up Survey. Preliminary response rates were 34 percent for the Baseline Survey and 59 percent for the Follow-Up Survey.

One-hundred twenty-three organizations from the PACE program participated in the HOS-M. The overall response rate was 52 percent.

HOS Resources

A comprehensive list of HOS resources and publications is available at <https://www.hosonline.org/>.

Effectiveness of Care

The Medicare Health Outcomes Survey (HOS)

SUMMARY OF CHANGES TO HEDIS 2020

- Added Chinese language telephone protocol to HOS.
- Updated the HOS prenotification letters, the letters for the first questionnaire, the letters for the replacement questionnaire, and the reminder/thank-you postcard.

Description

This measure provides a general indication of how well an MAO manages the physical and mental health of its members. The survey measures physical and mental health status at the beginning of a two-year period and again at the end of a two-year period, when a change score is calculated. Each member's health status is categorized as "better than expected," "the same as expected," or "worse than expected," accounting for death and risk-adjustment factors. MAO-specific results are assigned as percentages of members whose health status was better, the same, or worse than expected.

When administered in conjunction with the protocol for sampling and data collection, the HOS gives a reliable overall measurement of the physical and mental health status of an MAO's members; however, any alteration to the protocol, the HOS questionnaire or its administration may not yield an accurate measurement.

No MAO may represent that it has conducted the HEDIS Medicare HOS unless it both administers the entire survey without amendment and complies with the instructions for data collection contained in this volume.

***Note:** This section contains the specifications for both the HOS Baseline Survey and the Follow-Up Survey. Generally, specifications are consistent between the two surveys. Where variations exist, specifications are listed separately for each survey.*

Eligible Population

Product line	Medicare.
Age	18 years and older as of December 31 of the measurement year.

HEDIS Protocol for Administering the Medicare HOS

Reliability, confidentiality, and comparability of MAO data are priorities of the data collection protocol. The sampling and data collection procedures outlined below promote the standardized administration of the survey instruments by different survey vendors and the comparability of resulting data.

A standardized protocol for collecting data is provided to survey vendors so that data collection is consistent across participating MAOs. NCQA will provide instruction and training of the protocol and the *Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4* to survey vendors at the 2020 HOS survey vendor training.

Sampling procedures are designed so that participating MAOs cannot identify members selected for HOS participation. Survey vendors are expected to maintain the confidentiality of sampled members and may not give MAOs access to sampled members' names. Survey vendors are expected to make every reasonable effort to maximize survey response rates and to pursue contacts with potential respondents until the final data collection protocol is completed.

Sampling Protocol

Sampling for HOS is a two-step process. First, members are randomly selected for the Baseline Survey sample. After the Baseline sample is selected, the Follow-Up Survey sample is identified. Baseline and Follow-Up members are combined, and one sample file is generated for each MA contract.

Baseline Survey sampling	Because of variations in health plan population size, two sampling approaches are used. MA contracts with fewer than 500 members are exempt from HOS reporting.
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MA contracts with populations of ≥1,201 members	A random sample of 1,200 members is drawn.
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MA contracts with populations of 500–1,200 members	All eligible members are included in the sample.
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Follow-Up Survey sampling	Members eligible for the Follow-Up Survey sample are identified. Eligible members include all respondents for whom a valid PCS or MCS was calculated during the Baseline Survey (collected two years prior). Members are not considered eligible for the Follow-Up sample if they: <ul style="list-style-type: none">• Disenrolled from the MA contract subsequent to the Baseline Survey.• Died subsequent to the Baseline Survey.
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Double-duty respondents	Members may simultaneously serve in the Baseline and Follow-Up samples. Members who are randomly selected for the Baseline sample and are eligible for the Follow-Up Survey are referred to as “double-duty respondents.” They are sent one questionnaire during survey administration (the HOS questionnaire is the same for both Baseline and Follow-Up).
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Surveys returned by double-duty respondents are used to calculate a two-year change score for the Follow-Up Survey *and* are considered a Baseline response (the member is eligible for the Follow-Up sample in two years).

Oversampling	CMS will permit oversampling (selecting a larger sample than the standard 1,200 sample) for the Baseline Survey sample at the contract level if there are a sufficient number of members left after the HOS quality reporting sample is drawn. MAOs notify NCQA of oversampling requests. All oversampling requests are subject to approval by CMS.
Sample files	<p>NCQA's subcontractor, RTI International, creates a sample file for each MA contract that includes both Baseline and Follow-Up members. Codes indicate whether sampled members are included in the Baseline Survey, in the Follow-Up Survey, or in both surveys. Other codes indicate Follow-Up members who completed a Spanish or Chinese questionnaire at Baseline and those whose Baseline Survey was completed by a proxy. Survey vendors use these codes to ensure each member receives the appropriate materials during survey administration (e.g., a Spanish-speaking member receives Spanish versions of the mail materials).</p> <p>Using information provided by the MAOs, NCQA delivers the sample files to the appropriate survey vendors for survey administration.</p>
Proxy respondents	<p>Although sampled members are encouraged to respond directly to the mail or telephone survey, not all elderly or disabled respondents are able to do so. In such cases, proxy responses are acceptable. The survey instrument instructs members who cannot complete the survey to have a family member or other proxy complete the survey for them.</p> <p>If a proxy completed the Baseline Survey, survey vendors attempt to have the sampled member or the same proxy complete the Follow-Up Survey to minimize bias. If the sampled member or the same proxy is unable to complete the Follow-Up Survey, survey vendors attempt to obtain Follow-Up Survey responses from a different proxy.</p>
I-SNP sampling	<p>For MAOs that offer an I-SNP and have MA contracts in effect on or before January 1, 2019, the HOS reporting requirements are as follows:</p> <ul style="list-style-type: none"> • Contracts with only one PBP, or with multiple PBPs that are all I-SNPs, are excluded from the Baseline Survey. • Contracts with at least one non-I-SNP PBP are required to administer HOS Cohort 23 Baseline if 500 or more non-I-SNP members remain in the contract after I-SNP members are removed. • All MA contracts that administered HOS Cohort 21 Baseline in 2018 are required to administer HOS Cohort 21 Follow-Up in 2020.
FIDE SNP sampling	For frailty adjustment purposes, MAOs offering FIDE SNPs may elect to field the HOS or HOS-M at the PBP level. FIDE SNP sampling occurs after selecting the HOS quality reporting sample. FIDE SNP PBPs must have at least 50 members to participate and at least 30 responses for CMS to calculate a frailty score. CMS will sample up to 1,200 enrollees in each PBP, if available. Having at least 50 enrollees better ensures the minimum of 30 respondents needed to calculate frailty scores.

The following criteria are used for FIDE SNP sampling:

- MA contracts with less than 500 members: The MA contract is not required to participate in HOS quality reporting. All eligible members in the PBP are surveyed for frailty using either the HOS or the HOS-M.
- MA contracts with 500 or more members and all eligible members are needed for HOS quality reporting: The MA contract is required to participate in HOS quality reporting and must use the HOS to measure frailty.
- MA contracts with 500 or more members and after HOS quality reporting sampling there remain 50 or more eligible members in the FIDE SNP PBP: The MA contract is required to participate in HOS quality reporting and the PBP may choose either HOS or HOS-M to measure frailty.

Data Collection Protocol

The standard HEDIS protocol for administering the HOS employs a combination of mail and telephone survey administration. The majority of survey data collected is from two survey mailings. If members fail to respond after two mailings, survey vendors attempt at least six telephone attempts (maximum of nine) to try to reach the member. If members return a blank or incomplete mail survey (i.e., a questionnaire with less than 80 percent of required questions completed or any of the Activities of Daily Living [ADL] items [10a–f] unanswered), survey vendors attempt at least six telephone follow-up calls to obtain responses. Survey vendors may not attempt more than nine telephone calls to a sampled member.

CMS does not allow the MAO or survey vendor to use incentives of any kind.

Major survey administration milestones are presented below. Baseline and Follow-Up Surveys are staggered so that the Follow-Up Survey begins approximately five weeks after the Baseline Survey.

Survey Administration Milestones
Prenotification letter sent to the respondent one week before the first survey questionnaire mailing. Electronic telephone interviewing opens for members that call the survey vendor to complete the survey via telephone.
First questionnaire with cover letter sent to the respondent one week after the prenotification letter.
Reminder/thank-you postcard sent one week after mailing the first questionnaire.
Second questionnaire with cover letter sent to nonrespondents five weeks after mailing the first questionnaire.
Telephone attempts to nonrespondents and members who return a blank or incomplete mail survey begins three weeks after mailing the second questionnaire. Interviewers complete at least six (up to nine) telephone call attempts at different times of day, on different days of the week, and in different weeks.
Telephone follow-up sequence (completed interviews obtained or maximum calls reached for all nonrespondents) completed approximately four to five weeks after initiation.

Baseline option for Spanish-speaking members	<p>The prenotification letter and first questionnaire cover letter contain Spanish text inviting Spanish-speaking members to call the survey vendor to request a Spanish version of the HOS questionnaire. For members who request a Spanish questionnaire, the remainder of the mail portion of the protocol is conducted in Spanish. For example, if a member requests a Spanish questionnaire after receiving the first questionnaire mailing, the member receives the second questionnaire mailing in Spanish.</p> <p>During the telephone portion of the protocol, Spanish-speaking telephone interviewers are available to conduct the interview in Spanish.</p> <p>Additionally, if the MAO has data on the member's primary language, the MAO and survey vendor may elect to flag the member as a Spanish-speaker and use Spanish materials starting with the first mailing.</p>
Baseline option for Chinese-speaking or Russian-speaking members	<p>For MAOs that have a majority of members who are primarily Chinese-speaking or Russian-speaking, in consultation with the MAO, the survey vendor may elect to administer Baseline surveys in Chinese or Russian.</p> <p>There is no telephone protocol for Russian-speaking members.</p>
Follow-Up members who had a proxy complete the Baseline Survey	<p>In cases where a proxy completed the Baseline Survey (collected two years prior), survey vendors include the name of the member on the mailing materials and customize the cover letters to print the proxy name. Mailing materials encourage members to complete the survey themselves. If they are unable to complete the survey, they are encouraged to have the <i>same</i> proxy complete the survey for them.</p> <p>During the telephone portion of the protocol, survey vendors encourage sampled members to complete the survey. If members are unable to complete the surveys, survey vendors attempt to conduct the follow-up interview with the same proxy. If the same proxy is unavailable, survey vendors attempt to conduct the interview with a different proxy.</p>
Follow-Up members who completed the Baseline Survey themselves	<p>Mailing materials encourage members to complete the Follow-Up Survey themselves. If they are unable to complete the survey, a family member or other proxy can complete the survey for them.</p>
Follow-Up members who completed the Baseline Survey in Spanish or Chinese	<p>Survey vendors send these members the Spanish or Chinese versions of the mailing materials and the survey questionnaire. Interviewers conduct telephone interviewing in Spanish or Chinese.</p> <p>The Baseline Russian protocol was first implemented in 2019; therefore, there is no Russian Follow-Up protocol until 2021.</p>

Mail Phase of the Protocol

Mail materials	<p>The mail component of the survey uses standardized questionnaires, prenotification letters, survey cover letters, and reminder/thank-you postcards developed by CMS and included in this volume. Survey vendors are responsible for reproducing sufficient numbers of English, Spanish, Chinese, and Russian questionnaires, letters, and postcards.</p> <p>The Spanish, Chinese, and Russian translations of the questionnaire and mailing materials are not included in this volume but are provided to CMS-approved HOS survey vendors.</p>
Questionnaire	<p>To ensure comparability, survey vendors may not change the wording of the survey questions, the response categories, or the order of the questions.</p> <p>Survey vendors may make minor modifications to the format and layout of the questionnaire, adhering to formatting parameters specified in the <i>Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4</i>.</p>
Confidential tracking ID	<p>Questionnaires are labeled with a confidential tracking identification number to ensure that the second questionnaire mailing is sent only to nonrespondents. Survey vendors use a master file in which the confidential tracking number is linked to each member in the survey sample, along with identifying information (e.g., name, address, phone number). This file is used to generate all mailing materials, such as cover letters and address labels, and is updated to indicate the current response status of each member in the sample.</p> <p>To maintain the confidentiality of members, the master file does not contain actual survey responses. Responses reside in discrete data files developed by the survey vendor and are linked to the master file only by the confidential tracking number.</p>
Letters and postcards	<p>All correspondence must adhere to guidelines described in the <i>Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4</i>. Correspondence is personalized as follows:</p> <ul style="list-style-type: none">• The prenotification letter, survey cover letters, and reminder/thank-you postcards contain a personalized salutation to include the member's name.• Full member name and address are used to address all envelopes to the member.• The prenotification letter, letter for the first questionnaire, and letter for the second questionnaire include the signature of a CMS official and CMS letterhead.• The prenotification letter is marked "Return Service Requested" or "Address Service Requested," so member records can be updated.
For the Baseline Survey	<p>The letter for first questionnaire is double-sided; one side of the letter contains English text and the other side contains Spanish, Chinese, or Russian text. The Spanish, Chinese, or Russian text invites members who speak these languages to request a Spanish, Chinese, or Russian version of the HOS by contacting the survey vendor's toll-free customer support number or email address.</p>

For the Follow-Up Survey	Survey vendors personalize the letter for the first questionnaire and the letter for the second questionnaire to accommodate their process for identifying instances where a proxy completed the Baseline Survey. Survey vendors personalize the mailing materials with the name of the proxy, when applicable.
Return envelopes	Questionnaire mailings include stamped return envelopes or business reply mail envelopes addressed to the survey vendor.
First-class postage	First-class postage and postal bar coding are used on all mailing pieces. Survey vendors may use first-class postage indicia.
NCQA approval of printed materials	Survey vendors forward all print-ready materials to NCQA for approval prior to volume printing in compliance with the timeline and guidelines described in the <i>Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4</i> .
Address standardization	Sample files contain member names and addresses. The survey vendor uses standardization techniques, described in the <i>Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4</i> , to ensure that address information is current and is formatted to enhance deliverability.
Data entry	<p>Survey vendors review returned mail questionnaires for legibility and completeness. A coding specialist uses decision rules stated in the <i>Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4</i> to code ambiguous responses. After coding is complete, data are uploaded to the survey vendor's survey management system.</p> <p>Questionnaires may be key entered or optically scanned. To ensure quality for key-entered data, two data entry specialists key enter independently for each questionnaire. A comparison of the separate entries identifies data entry errors that need adjudication by a supervisor. Survey vendors enter all data from returned questionnaires into their survey management system within three business days of receipt.</p>
Quality control	Survey vendors establish training programs for all personnel involved in the mail phase of the protocol, establish quality control procedures, and monitor staff performance to ensure integrity of the printing and mailing processes. Survey vendors provide NCQA with written documentation of personnel training and quality control processes.

Telephone Phase of the Protocol

The telephone component of the protocol uses a standardized electronic telephone interviewing script and design specifications provided by NCQA. The survey vendor is responsible for programming the scripts and specifications into its existing electronic telephone interviewing system software. The survey vendor establishes enough operating electronic telephone interviewing stations to ensure that interviewers can complete the telephone phase of the protocol within the protocol timeline.

To ensure the comparability of survey results, the survey vendor may not change the wording of survey questions, the response categories, or order of the questions.

NCQA approval of telephone screenshots	Survey vendors submit telephone screenshots to NCQA for approval prior to telephone interviewing and must comply with the timeline and guidelines described in the <i>Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4</i> .
Telephone number standardization	<p>The sample file provided to survey vendors does not include member telephone numbers; survey vendors obtain telephone numbers directly from the MAO. Along with the sample file, NCQA provides a second, larger “supplemental” file in which the sampled members’ names are combined with non-sampled members’ names. The file does not distinguish between those members who are included in the actual sample and those who are not.</p> <p>For MAOs with fewer than 1,200 members, the supplemental file will include all members in the sample. Survey vendors forward the supplemental file via a secure format to the MAO, which appends the contact information for every member in the file. Alternatively, the MAO may provide the survey vendor with a complete enrollment list. Survey vendors contact the MAO as soon as possible after receiving the sample files, to provide them with enough time to generate contact information.</p> <p>Following the mail portion of the protocol, survey vendors identify members who did not respond to the mail survey and members who returned a blank or incomplete questionnaire. These members are eligible for telephone interviews. Survey vendors have two telephone number lists: one from the MAO and another from a secondary source. Both telephone numbers are entered into the electronic telephone interviewing system for use during interviewing, as described in the <i>Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4</i>.</p>
Telephone attempts	<p>Survey vendors attempt to contact nonrespondents by telephone so that a minimum of six telephone calls are attempted at different times of day, on different days of the week, and in different weeks. No more than nine telephone attempts may be made.</p> <p>For members with deliverable mailing addresses, telephone interviewing begins four weeks after the second questionnaire mailing to allow sufficient time for completed mail surveys to be returned.</p>
Quality control	<p>Survey vendors establish training programs for all personnel involved in the telephone phase of the protocol, establish quality control procedures, and monitor staff performance to ensure the integrity of the telephone interviewing process.</p> <p>Survey vendors monitor a minimum of 10 percent of telephone interviews to evaluate the quality of interviewing and provide feedback and additional training, as necessary. Survey vendors provide NCQA with written documentation of personnel training and quality control processes.</p>

Data Coding

Disposition codes

Using the confidential tracking number, survey vendors assign all sampled members a disposition status code to track whether they have returned the questionnaire or need a repeat mailing or telephone follow-up call. Disposition codes are either interim (to indicate member status during the data collection period) or final (to document the outcome of member response at the end of data collection).

Maintaining up-to-date disposition codes is especially important; codes allow survey vendors to calculate and report response rates and project the number of completed questionnaires at any time during the data collection period.

After data collection is complete, survey vendors assign one of the following final disposition status codes to each member:

- Complete Survey (80 percent or more completed and all ADL items [10a–f] answered).
- Nonresponse: Partial complete survey (between 50 percent and 79 percent completed or 80 percent or more completed with one or more ADL items unanswered).
- Ineligible: Deceased*.
- Ineligible: Not enrolled in MAO.
- Ineligible: Language barrier.
- Ineligible: Removed from sample.
- Ineligible: Duplicate, beneficiary listed twice in the sample frame.
- Ineligible: Bad address and nonworking/unlisted phone number, or member is unknown at the dialed phone number.
- Ineligible: Bad address and no available telephone protocol.
- Nonresponse: Break-off (less than 50 percent completed).
- Nonresponse: Refusal.
- Nonresponse: Respondent unavailable.
- Nonresponse: Respondent physically or mentally incapacitated.
- Nonresponse: Respondent institutionalized.
- Nonresponse: After maximum attempts.

**Deceased members are excluded from Follow-Up samples but are included in the calculation of HOS results.*

Complete Survey

Survey vendors assign a disposition code of “Complete Survey” when 80 percent or more of the total pertinent questions are answered and all ADL items (10a–f) are answered. Questions that are part of a skip pattern are excluded from calculation of percentage complete. To achieve the maximum number of complete surveys, survey vendors recontact members who return blank or incomplete mail questionnaires.

Total survey response rate Survey vendors calculate and report a total survey response rate for each sample (the total number of complete surveys divided by all eligible members of the sample). Eligible sampled members include the entire random sample minus members assigned a disposition code of “Ineligible.” The total survey response rate is calculated as follows:

Complete Surveys

Entire random sample – [Ineligible: Deceased + Ineligible: Not enrolled in MAO + Ineligible: Language barrier + Ineligible: Removed from sample + Ineligible: Duplicate, beneficiary listed twice in the sample frame + Ineligible: Bad address and nonworking/unlisted phone number or person unknown at the dialed phone number + Ineligible: Bad address and no available telephone protocol]

Data cleaning and editing The Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4 detail the minimum elements that survey vendors’ data validation protocols must incorporate. Regardless of data entry method, survey vendors audit a random sample of entered data by comparing printed forms with data entry results to catch systematic errors. Survey vendors follow instructions for cleaning and editing data before submission to NCQA.

HOS Reporting

Data submission Survey vendors submit interim HOS data files to NCQA, in accordance with the HOS timeline.

Survey vendors submit HOS final data files to NCQA within two weeks after data collection is complete, in accordance with the HOS timeline.

Data storage Survey vendors store HOS questionnaires and electronic data securely to protect confidentiality, in accordance with guidelines described in the *Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4*. CMS and NCQA have the right to access survey vendors’ questionnaires or electronic files at any time.

Progress reporting to MAOs Survey vendors may report to MAOs on response rates and frequency distributions for each final disposition code. The *Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.4* specifies elements allowed for these reports, which keep MAOs informed about survey progress *without providing individual or aggregate data containing responses to survey items*.

Survey vendors must safeguard the confidentiality of sampled members and are prohibited from providing MAOs with access to member-identifying data. Survey vendors may not provide MAOs with any data from the sample file or analysis of the sample file data. Survey vendors may not report any calculations or results for any HOS measures to MAOs.

Reporting HOS results After the Baseline and Follow-Up Surveys are administered, HSAG develops the *Medicare Health Outcomes Survey Baseline Report* and the *Medicare Health Outcomes Survey Performance Measurement Report* for distribution to MAOs. The *Baseline Report* summarizes data for the Baseline cohort from the current year’s survey, and the *Performance Measurement Report* compares the Follow-Up from the current year with the Baseline from two years prior.

MAOs can use the reports to inform development, implementation, and success of quality improvement initiatives. All report distribution occurs electronically through the CMS HPMS. Contract-level summary data are also provided in HPMS in a data set (CSV) containing contract-level responses to each HOS question, as well as demographic data.

Additional information about HOS reports and data, as well as detailed technical specifications for calculating HOS results, are posted on the HOS website (<https://www.hosonline.org/>).

The Medicare Health Outcomes Survey—Modified (HOS-M)

SUMMARY OF CHANGES TO HEDIS 2020

- Updated the HOS-M prenotification letter, the letter for the first questionnaire, the letter for the replacement questionnaire, and the reminder/thank-you postcard.

Description

HOS-M assesses the physical and mental health status of the health plan population. CMS uses HOS-M results to adjust Medicare payments.

Eligible Population

Product line	Medicare.
Age	55 years and older as of January 1, 2020.
Continuous enrollment	January 1–February 1, 2020.
Allowable gap	None.
Reason for entitlement	Aged and disabled members are eligible for the measure. Members with ESRD and institutionalized members are excluded.

HEDIS Protocol for Administering the HOS-M

To collect results for HOS-M, *apply the modifications described in this section* to the standard HEDIS protocols for administering the HOS.

Sampling Protocol

Because of variations in health plan population size, two sampling approaches are used.

***PACE
organizations
with populations
of ≥1,200
members***

A random sample of 1,200 members is drawn.

***PACE
organizations
with populations
of <1,200
members***

All eligible members are included in the sample.

**Proxy
respondents**

Sampled members are encouraged to respond to the mail or telephone survey directly. If a member is unable to do so, a proxy response is acceptable. Sampled members are instructed to seek help from a family member or friend, if necessary. If a family member or friend is unavailable, sampled members are instructed to ask a nurse or other health professional for help.

Data Collection Protocol

Translations

The HOS-M questionnaire is available in English, Spanish, Chinese, and Russian. HOS-M samples sent to the survey vendor contain a field indicating the sampled member's primary language. Sampled members whose primary language is Spanish receive questionnaires and mailing materials in Spanish. Sampled members whose primary language is Chinese receive questionnaires and mailing materials in Chinese. PACE plans may also choose to field Russian surveys if they have Russian-speaking members. All other members receive questionnaires and mailing materials in English.

Sampled members and proxy respondents may request the questionnaire in English, Spanish, Chinese, or Russian if they prefer a version other than the one that was originally sent. Interviews are conducted in the member's primary language. The survey vendor sets up the telephone interviewing system so that a member can switch to a different language (English, Spanish, or Chinese) if needed. There is no telephone protocol for Russian-speaking members.

Mail Phase of the Protocol

Mail materials	<p>The mail component of the survey uses standardized HOS-M questionnaires, prenotification letters, survey cover letters, and reminder/thank-you postcards provided by NCQA and included in this volume.</p> <p>The Spanish, Chinese, and Russian translations of the questionnaires and mailing materials are not included in this volume, but are provided to the CMS-approved HOS-M survey vendor.</p>
Mailing address	<p>The HOS-M samples sent to the survey vendor contain a field indicating whether members receive their own mail, in addition to fields for two contact individuals and their mailing addresses and telephone numbers. Mailing materials are addressed directly to the member, if the member receives their own mail; if not, materials are addressed to the member in care of the first contact and to the first contact's mailing address.</p>

Telephone Phase of the Protocol

The telephone component of the protocol uses a standardized HOS-M electronic telephone interviewing script and design specifications provided by NCQA.

Telephone attempts	<p>The survey vendor attempts to contact nonrespondents by telephone so that a minimum of six telephone calls are attempted at different times of day, on different days of the week, and in different weeks. If a member is unable to be contacted after six telephone attempts, the survey vendor makes six additional telephone calls to the contact individuals listed in the sample file.</p>
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Data Coding

Disposition codes	<p>After data collection is completed, members are assigned one of the following final disposition status codes.</p> <ul style="list-style-type: none">• Complete Survey: Q4a–f are answered.• Nonresponse: Partial complete survey (the member answered one or more questions but one or more of Q4a–f are unanswered).• Ineligible: Deceased.• Ineligible: Language barrier.• Ineligible: Bad address and nonworking/unlisted phone number, or member is unknown at the dialed phone number.• Ineligible: Bad address and no available telephone protocol• Ineligible: Removed from sample.• Ineligible: Duplicate, beneficiary listed twice in the sample frame.• Nonresponse: Refusal by member.• Nonresponse: Refusal by proxy.• Nonresponse: Refusal by gatekeeper.• Nonresponse: Respondent unavailable.• Nonresponse: Respondent physically/mentally incapacitated.
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- Nonresponse: Respondent institutionalized.
- Nonresponse: After maximum attempts.

**Complete
survey**

The survey vendor assigns a member a disposition code of “Complete Survey” when Q4a–f are answered.

Management of Urinary Incontinence in Older Adults (MUI)

SUMMARY OF CHANGES TO HEDIS 2020

- No changes to this measure.

Description

The following components of this measure assess different facets of managing urinary incontinence in older adults.

<i>Discussing Urinary Incontinence</i>	The percentage of Medicare members 65 years of age and older who reported having urine leakage in the past six months and who discussed their urinary leakage problem with a health care provider.
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<i>Treatment of Urinary Incontinence</i>	The percentage of Medicare members 65 years of age and older who reported having urine leakage in the past six months and who discussed treatment options for their urinary incontinence with a health care provider.
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<i>Impact of Urinary Incontinence</i>	The percentage of Medicare members 65 years of age and older who reported having urine leakage in the past six months and who reported that urine leakage made them change their daily activities or interfered with their sleep a lot.
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Note: A lower rate indicates better performance for this indicator.

Eligible Population

Product line	Medicare.
Age	65 and older as of December 31 of the measurement year.
Exclusion	Evidence from CMS administrative records of a hospice start date.

Protocol and Survey Instrument

Medicare	Collected using the HOS. MAOs reporting the measure must contract with a CMS-approved HOS survey vendor to administer the survey.
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Questions Included in the Measure

Table E-1 presents the questions included in the measure.

Table E-1: Management of Urinary Incontinence in Older Adults

Question		Response Choices	
Q42	Many people experience leaking of urine, also called urinary incontinence. In the past six months , have you experienced leaking of urine?	Yes No	→ Go to Question Q43 → Go to Question Q46
Q43	During the past six months , how much did leaking of urine make you change your daily activities or interfere with your sleep?	A lot Somewhat Not at all	
Q44	Have you ever talked with a doctor, nurse, or other health care provider about leaking of urine?	Yes No	
Q45	There are many ways to control or manage the leaking of urine, including bladder training exercises, medication, and surgery. Have you ever talked with a doctor, nurse, or other health care provider about any of these approaches?	Yes No	

Calculating Management of Urinary Incontinence in Older Adults Results

Results are calculated by NCQA using data collected from the combined Baseline and Follow-Up Survey samples in the same measurement year. For contracts that fielded only Baseline or Follow-Up, results are calculated using the data available.

The MAO must achieve a denominator of at least 100 to obtain a reportable result. If the denominator is less than 100, NCQA assigns a measure result of *Not Applicable (NA)*.

Discussing Urinary Incontinence

Denominator	<p>Medicare members 65 years of age and older who reported having any urinary incontinence in the past six months.</p> <p>Member choices must be as follows to be included in the denominator:</p> <ul style="list-style-type: none"> • Q42 = “Yes.” • Q44 = “Yes” or “No.”
Numerator	<p>The number of members in the denominator who indicated they discussed their urinary incontinence with a health care provider.</p> <p>Member choice must be as follows to be included in the numerator:</p> <ul style="list-style-type: none"> • Q44 = “Yes.”

Treatment of Urinary Incontinence

Denominator	<p>Medicare members 65 years of age and older who reported having any urinary incontinence in the past six months.</p> <p>Member choices must be as follows to be included in the denominator:</p> <ul style="list-style-type: none">• Q42 = “Yes.”• Q45 = “Yes” or “No.”
Numerator	<p>The number of members in the denominator who indicated they discussed treatment options for their urinary incontinence with a health care provider.</p> <p>Member choice must be as follows to be included in the numerator:</p> <ul style="list-style-type: none">• Q45 = “Yes.”

Impact of Urinary Incontinence

Denominator	<p>Medicare members 65 years of age and older who reported having any urinary incontinence in the past six months.</p> <p>Member choices must be as follows to be included in the denominator:</p> <ul style="list-style-type: none">• Q42= “Yes.”• Q43 = “A lot” or “Somewhat” or “Not at all.”
Numerator	<p>The number of members in the denominator who indicated that urine leakage made them change their daily activities or interfered with their sleep a lot.</p> <p>Member choice must be as follows to be included in the numerator:</p> <ul style="list-style-type: none">• Q43 = “A lot.”

Physical Activity in Older Adults (PAO)

SUMMARY OF CHANGES TO HEDIS 2020

- No changes to this measure.

Description

The following components of this measure assess different facets of promoting physical activity in older adults.

<i>Discussing Physical Activity</i>	The percentage of Medicare members 65 years of age and older who had a doctor's visit in the past 12 months and who spoke with a doctor or other health provider about their level of exercise or physical activity.
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<i>Advising Physical Activity</i>	The percentage of Medicare members 65 years of age and older who had a doctor's visit in the past 12 months and who received advice to start, increase, or maintain their level of exercise or physical activity.
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Eligible Population

Product line	Medicare.
Age	65 and older as of December 31 of the measurement year.
Exclusion	Evidence from CMS administrative records of a hospice start date.

Protocol and Survey Instrument

Medicare	Collected using the HOS. MAOs reporting the measure must contract with a CMS-approved HOS survey vendor to administer the survey.
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Questions Included in the Measure

Table E-2 presents the questions included in the measure.

Table E-2: Physical Activity in Older Adults

Question		Response Choices
Q46	In the past 12 months , did you talk with a doctor or other health provider about your level of exercise or physical activity? For example, a doctor or other health provider may ask if you exercise regularly or take part in physical exercise.	Yes → Go to Question 47 No → Go to Question 47 I had no visits in the past 12 months → Go to Question 48
Q47	In the past 12 months , did a doctor or other health provider advise you to start, increase or maintain your level of exercise or physical activity? For example, in order to improve your health, your doctor or other health provider may advise you to start taking the stairs, increase walking from 10 to 20 minutes every day or to maintain your current exercise program.	Yes No

Calculating Physical Activity in Older Adults Results

Results are calculated by NCQA using data collected from the combined Baseline and Follow-Up Survey samples in the same measurement year. For contracts that fielded only Baseline or Follow-Up, results are calculated using the data available.

The MAO must achieve a denominator of at least 100 to obtain a reportable result. If the denominator is less than 100, NCQA assigns a measure result of NA.

Discussing Physical Activity

Denominator	The number of members 65 and older as of December 31 of the measurement year who responded “Yes” or “No” to the question “In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity? For example, a doctor or other health provider may ask if you exercise regularly or take part in physical activity.”
Numerator	The number of members in the denominator who responded “Yes” to the question “In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity? For example, a doctor or other health provider may ask if you exercise regularly or take part in physical activity.”

Advising Physical Activity

Denominator The number of members 65 and older as of December 31 of the measurement year who responded “Yes” or “No” to the question “In the past 12 months, did a doctor or other health provider advise you to start, increase or maintain your level of exercise or physical activity? For example, in order to improve your health, your doctor or other health provider may advise you to start taking the stairs, increase walking from 10 to 20 minutes every day or to maintain your current exercise program.”

Numerator The number of members in the denominator who responded “Yes” to the question “In the past 12 months, did a doctor or other health provider advise you to start, increase or maintain your level of exercise or physical activity? For example, in order to improve your health, your doctor or other health provider may advise you to start taking the stairs, increase walking from 10 to 20 minutes every day or to maintain your current exercise program.”

Note: Members who respond to Q46, “I had no visits in the past 12 months,” are excluded from results calculation for Q47.

Fall Risk Management (FRM)

SUMMARY OF CHANGES TO HEDIS 2020

- No changes to this measure.

Description

The following components of this measure assess different facets of fall risk management.

<i>Discussing Fall Risk</i>	The percentage of Medicare members 65 years of age and older who were seen by a practitioner in the past 12 months and who discussed falls or problems with balance or walking with their current practitioner.
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<i>Managing Fall Risk</i>	The percentage of Medicare members 65 years of age and older who had a fall or had problems with balance or walking in the past 12 months, who were seen by a practitioner in the past 12 months, and who received a recommendation for how to prevent falls or treat problems with balance or walking from their current practitioner.
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Eligible Population

Product line	Medicare.
Age	65 and older as of December 31 of the measurement year.
Exclusion	Evidence from CMS administrative records of a hospice start date.

Protocol and Survey Instrument

Medicare	Collected using the HOS. MAOs reporting the measure must contract with a CMS-approved HOS survey vendor to administer the survey.
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Questions Included in the Measure

Table E-3 presents the questions included in the measure.

Table E-3: Fall Risk Management

Question		Response Choices
Q48	A fall is when your body goes to the ground without being pushed. In the past 12 months , did you talk with your doctor or other health provider about falling or problems with balance or walking?	Yes No I had no visits in the past 12 months
Q49	Did you fall in the past 12 months ?	Yes No
Q50	In the past 12 months , have you had a problem with balance or walking?	Yes No
Q51	Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include: <ul style="list-style-type: none"> • Suggest that you use a cane or walker. • Suggest that you do an exercise or physical therapy program. • Suggest a vision or hearing test. 	Yes No I had no visits in the past 12 months

Calculating Fall Risk Management Results

Results are calculated by NCQA using data collected from the combined Baseline and Follow-Up Survey samples in the same measurement year. For contracts that fielded only Baseline or Follow-Up, results are calculated using the data available.

The MAO must achieve a denominator of at least 100 to obtain a reportable result. If the denominator is less than 100, NCQA assigns a measure result of *NA*.

Discussing Fall Risk

Denominator	<p>The number of members 65 years of age and older who had a practitioner visit in the past 12 months.</p> <p>Member response choices must be as follows to be included in the denominator.</p> <ul style="list-style-type: none"> • Q48 = "Yes" or "No."
Numerator	<p>The number of members in the denominator who indicated they discussed falls or problems with balance or walking with their current provider.</p> <p>Member response choices must be as follows to be included in the numerator.</p> <ul style="list-style-type: none"> • Q48 = "Yes."

Managing Fall Risk

Denominator The number of members 65 years of age and older who had a visit in the past 12 months and who responded to the survey indicating they had a fall or problems with balance or walking in the past 12 months.

Member response choices must be as follows to be included in the denominator.

- Q48 = “Yes” or “No.”
- Q49 = “Yes” **or** Q50 = “Yes.”
- Q51 = “Yes” or “No.”

Numerator The number of members in the denominator who indicated their provider provided fall risk management.

Member response choices must be as follows to be included in the numerator.

- Q51 = “Yes.”

Osteoporosis Testing in Older Women (OTO)

SUMMARY OF CHANGES TO HEDIS 2020

- No changes to this measure.

Note: NCQA's Committee on Performance Measurement approved the retirement of this measure beginning with HEDIS 2021. The measure is included in HEDIS 2020 and the OTO question will be fielded in the HOS in 2020.

Description

This measure assesses the number of women 65–85 years of age who report ever having received a bone density test to check for osteoporosis.

Eligible Population

Product line	Medicare.
Age	65–85 years as of December 31 of the measurement year.
Exclusion	Evidence from CMS administrative records of a hospice start date.

Protocol and Survey Instrument

Medicare	Collected using the HOS. MAOs reporting the measure must contract with a CMS-approved HOS survey vendor to administer the survey.
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Questions Included in the Measure

Table E-4 presents the question included in the measure.

Table E-4: Osteoporosis Testing in Older Women

Question		Response Choices
Q52	Have you ever had a bone density test to check for osteoporosis , sometimes thought of as “brittle bones?” This test would have been done to your back or hip.	Yes No

Calculating Osteoporosis Testing in Older Women Results

Results are calculated by NCQA using data collected in from the combined Baseline and Follow-Up Survey samples from in the same measurement year. For contracts that fielded only Baseline or Follow-Up, results are calculated using the data available.

The MAO must achieve a denominator of at least 100 to obtain a reportable result. If the denominator is less than 100, NCQA assigns a measure result of NA.

Osteoporosis Testing in Older Women

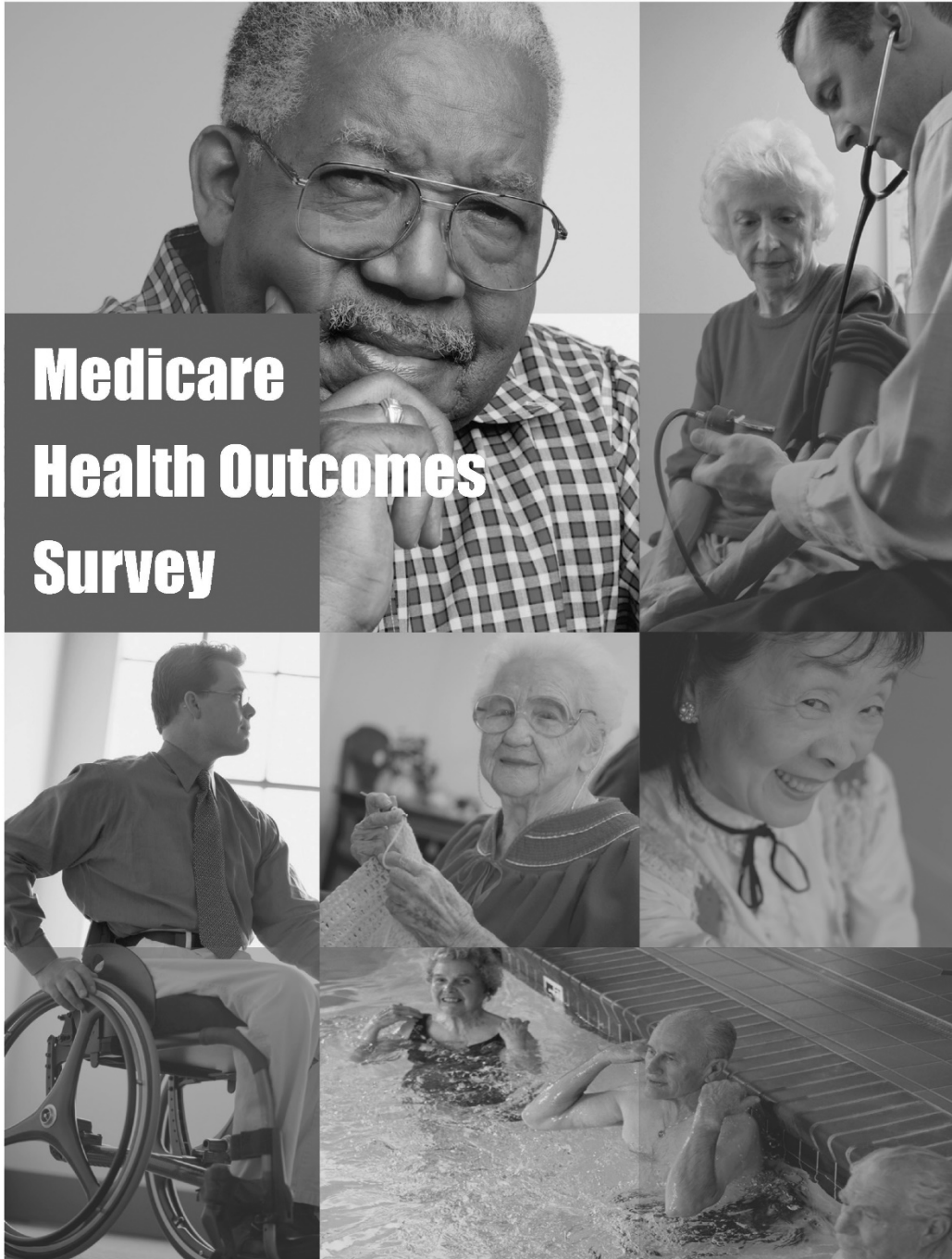
Denominator	The number of female members age 65–85 as of December 31 of the measurement year who responded “Yes” or “No” to the question “Have you ever had a bone density test to check for osteoporosis, sometimes thought of as ‘brittle bones’? This test would have been done to your back or hip.”
Numerator	The number of members in the denominator who responded “Yes” to the question “Have you ever had a bone density test to check for osteoporosis, sometimes thought of as ‘brittle bones’? This test would have been done to your back or hip.”

Appendix 1

Medicare Health Outcomes Survey (HOS) Questionnaire (English) 2020

HEDIS® 2020

HEALTHCARE EFFECTIVENESS DATA AND INFORMATION SET



**Medicare
Health Outcomes
Survey**



Medicare Health Outcomes Survey Instructions

This survey asks about you and your health. Answer each question, thinking about **yourself**. Please take the time to complete this survey. Your answers are very important to us. If you are unable to complete this survey, a family member or “proxy” can fill out the survey about you.

Please return the survey with your answers in the enclosed postage-paid envelope.

- Answer the questions by putting an ‘X’ in the box next to the appropriate answer like the example below.

Are you male or female?

- 1 ☒ Male
- 2 ☐ Female

- Be sure to read all the answer choices given before marking a box with an ‘X.’
- You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this:

- 1 ☒ Yes → **Go to Question 35**
- 2 ☐ No → **Go to Question 36**

All information that would permit identification of any person who completes this survey is protected by the Privacy Act and the Health Insurance Portability and Accountability Act (HIPAA). This information will be used only for purposes permitted by law and will not be disclosed or released for any other reason. If you have any questions or want to know more about the study, please call [vendor name] at [toll-free number].

“According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information that does not display a valid OMB control number. The valid OMB control number for this information collection is 0938-0701. The time required to complete this information collection is estimated to average 20 minutes including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, C1-25-05, Baltimore, Maryland 21244-1850.”

OMB 0938-0701 Version 02-1 (Expires: 08/31/21)

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Items 1–9: The VR-12 Health Survey item content was developed and modified from a 36-item health survey.

Medicare Health Outcomes Survey

1. In general, would you say your health is:

- 1 ☐ Excellent
2 ☐ Very good
3 ☐ Good
4 ☐ Fair
5 ☐ Poor

2. The following items are about activities you might do during a typical day. Does **your health now limit you** in these activities? If so, how much?

- a. **Moderate activities**, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf

- 1 ☐ Yes, limited a lot
2 ☐ Yes, limited a little
3 ☐ No, not limited at all

- b. Climbing **several** flights of stairs

- 1 ☐ Yes, limited a lot
2 ☐ Yes, limited a little
3 ☐ No, not limited at all

3. During the **past 4 weeks**, have you had any of the following problems with your work or other regular daily activities **as a result of your physical health?**

- a. **Accomplished less** than you would like **as a result of your physical health?**

- 1 ☐ No, none of the time
2 ☐ Yes, a little of the time
3 ☐ Yes, some of the time
4 ☐ Yes, most of the time
5 ☐ Yes, all of the time

- b. Were limited in the **kind** of work or other activities **as a result of your physical health?**

- 1 ☐ No, none of the time
2 ☐ Yes, a little of the time
3 ☐ Yes, some of the time
4 ☐ Yes, most of the time
5 ☐ Yes, all of the time

4. During the **past 4 weeks**, have you had any of the following problems with your work or other regular daily activities **as a result of any emotional problems** (such as feeling depressed or anxious)?

- a. **Accomplished less** than you would like **as a result of any emotional problems**

- 1 ☐ No, none of the time
2 ☐ Yes, a little of the time
3 ☐ Yes, some of the time
4 ☐ Yes, most of the time
5 ☐ Yes, all of the time

- b. Didn't do work or other activities as **carefully** as usual **as a result of any emotional problems**

- 1 ☐ No, none of the time
2 ☐ Yes, a little of the time
3 ☐ Yes, some of the time
4 ☐ Yes, most of the time
5 ☐ Yes, all of the time

5. During the **past 4 weeks**, how much did **pain** interfere with your normal work (including both work outside the home and housework)?

1 ☐ Not at all
 2 ☐ A little bit
 3 ☐ Moderately
 4 ☐ Quite a bit
 5 ☐ Extremely

These questions are about how you feel and how things have been with you during the **past 4 weeks**. For each question, please give the one answer that comes closest to the way you have been feeling.

6. How much of the time during the **past 4 weeks**:

- a. Have you felt calm and peaceful?

1 ☐ All of the time
 2 ☐ Most of the time
 3 ☐ A good bit of the time
 4 ☐ Some of the time
 5 ☐ A little of the time
 6 ☐ None of the time

- b. Did you have a lot of energy?

1 ☐ All of the time
 2 ☐ Most of the time
 3 ☐ A good bit of the time
 4 ☐ Some of the time
 5 ☐ A little of the time
 6 ☐ None of the time

- c. Have you felt downhearted and blue?

1 ☐ All of the time
 2 ☐ Most of the time
 3 ☐ A good bit of the time
 4 ☐ Some of the time
 5 ☐ A little of the time
 6 ☐ None of the time

7. During the **past 4 weeks**, how much of the time has your **physical health or emotional problems** interfered with your social activities (like visiting with friends, relatives, etc.)?

1 ☐ All of the time
 2 ☐ Most of the time
 3 ☐ Some of the time
 4 ☐ A little of the time
 5 ☐ None of the time

Now, we'd like to ask you some questions about how your health may have changed.

8. **Compared to one year ago**, how would you rate your **physical health** in general **now**?

1 ☐ Much better
 2 ☐ Slightly better
 3 ☐ About the same
 4 ☐ Slightly worse
 5 ☐ Much worse

9. **Compared to one year ago**, how would you rate your **emotional problems** (such as feeling anxious, depressed, or irritable) in general **now**?

1 ☐ Much better
 2 ☐ Slightly better
 3 ☐ About the same
 4 ☐ Slightly worse
 5 ☐ Much worse

Earlier in the survey you were asked to indicate whether you have any limitations in your activities. We are now going to ask a few additional questions in this area.

10. Because of a health or physical problem, do you have any difficulty doing the following activities **without special equipment or help from another person**?

a. Bathing

- ☐ No, I do not have difficulty
1
☐ Yes, I have difficulty
2
☐ I am unable to do this activity
3

b. Dressing

- ☐ No, I do not have difficulty
1
☐ Yes, I have difficulty
2
☐ I am unable to do this activity
3

c. Eating

- ☐ No, I do not have difficulty
1
☐ Yes, I have difficulty
2
☐ I am unable to do this activity
3

d. Getting in or out of chairs

- ☐ No, I do not have difficulty
1
☐ Yes, I have difficulty
2
☐ I am unable to do this activity
3

e. Walking

- ☐ No, I do not have difficulty
1
☐ Yes, I have difficulty
2
☐ I am unable to do this activity
3

f. Using the toilet

- ☐ No, I do not have difficulty
1
☐ Yes, I have difficulty
2
☐ I am unable to do this activity
3

11. Because of a health or physical problem, do you have any difficulty doing the following activities?

a. Preparing meals

- ☐ No, I do not have difficulty
1
☐ Yes, I have difficulty
2
☐ I don't do this activity
3

b. Managing money

- ☐ No, I do not have difficulty
1
☐ Yes, I have difficulty
2
☐ I don't do this activity
3

c. Taking medication as prescribed

- ☐ No, I do not have difficulty
1
☐ Yes, I have difficulty
2
☐ I don't do this activity
3

These next questions ask about your physical and mental health during the past 30 days.

12. Now, thinking about your physical health, which includes physical illness and injury, for how many days during the **past 30 days** was your **physical health not good**?

Please enter a number between "0" and "30" days. If no days, please enter "0" days. Your best estimate would be fine.

days

13. Now, thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the **past 30 days** was your **mental health not good**?

Please enter a number between "0" and "30" days. If no days, please enter "0" days. Your best estimate would be fine.

days

14. During the **past 30 days**, for about how many days did **poor physical or mental health** keep you from doing your usual activities, such as self-care, work, or recreation?

Please enter a number between “0” and “30” days. If no days, please enter “0” days. Your best estimate would be fine.

days

Now we are going to ask some questions about specific medical conditions.

15. Are you blind or do you have serious difficulty seeing, even when wearing glasses?

1 ☐ Yes

2 ☐ No

16. Are you deaf or do you have serious difficulty hearing, even with a hearing aid?

1 ☐ Yes

2 ☐ No

17. **Because of a physical, mental, or emotional condition**, do you have **serious** difficulty concentrating, remembering, or making decisions?

1 ☐ Yes

2 ☐ No

18. **Because of a physical, mental, or emotional condition**, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?

1 ☐ Yes

2 ☐ No

19. In the **past month**, how often did memory problems interfere with your daily activities?

1 ☐ Every day (7 days a week)

2 ☐ Most days (5-6 days a week)

3 ☐ Some days (2-4 days a week)

4 ☐ Rarely (once a week or less)

5 ☐ Never

Has a doctor ever told you that you had:

20. Hypertension or high blood pressure

1 ☐ Yes

2 ☐ No

21. Angina pectoris or coronary artery disease

1 ☐ Yes

2 ☐ No

22. Congestive heart failure

1 ☐ Yes

2 ☐ No

23. A myocardial infarction or heart attack

1 ☐ Yes

2 ☐ No

24. Other heart conditions, such as problems with heart valves or the rhythm of your heartbeat

1 ☐ Yes

2 ☐ No

25. A stroke

1 ☐ Yes

2 ☐ No

Has a doctor ever told you that you had:

26. Emphysema, or asthma, or COPD
(chronic obstructive pulmonary disease)

¹ ☐ Yes

² ☐ No

27. Crohn's disease, ulcerative colitis, or
inflammatory bowel disease

¹ ☐ Yes

² ☐ No

28. Arthritis of the hip or knee

¹ ☐ Yes

² ☐ No

29. Arthritis of the hand or wrist

¹ ☐ Yes

² ☐ No

30. Osteoporosis, sometimes called thin or
brittle bones

¹ ☐ Yes

² ☐ No

31. Sciatica (pain or numbness that travels
down your leg to below your knee)

¹ ☐ Yes

² ☐ No

32. Diabetes, high blood sugar, or sugar in
the urine

¹ ☐ Yes

² ☐ No

33. Depression

¹ ☐ Yes

² ☐ No

34. Any cancer (other than skin cancer)

¹ ☐ Yes → **Go to Question 35**

² ☐ No → **Go to Question 36**

35. Are you **currently** under treatment for:

a. Colon or rectal cancer

¹ ☐ Yes

² ☐ No

b. Lung cancer

¹ ☐ Yes

² ☐ No

c. Breast cancer

¹ ☐ Yes

² ☐ No

d. Prostate cancer

¹ ☐ Yes

² ☐ No

e. Other cancer (other than skin cancer)

¹ ☐ Yes

² ☐ No

36. In the **past 7 days**, how much did pain
interfere with your day to day activities?

¹ ☐ Not at all

² ☐ A little bit

³ ☐ Somewhat

⁴ ☐ Quite a bit

⁵ ☐ Very much

37. In the **past 7 days**, how often did pain keep you from socializing with others?

- 1 ☐ Never
2 ☐ Rarely
3 ☐ Sometimes
4 ☐ Often
5 ☐ Always

38. In the **past 7 days**, how would you rate your pain **on average**?

- 01 ☐ 1 No pain
02 ☐ 2
03 ☐ 3
04 ☐ 4
05 ☐ 5
06 ☐ 6
07 ☐ 7
08 ☐ 8
09 ☐ 9
10 ☐ 10 Worst imaginable pain

39. Over the **past 2 weeks**, how often have you been bothered by any of the following problems?

a. Little interest or pleasure in doing things

- 1 ☐ Not at all
2 ☐ Several days
3 ☐ More than half the days
4 ☐ Nearly every day

b. Feeling down, depressed, or hopeless

- 1 ☐ Not at all
2 ☐ Several days
3 ☐ More than half the days
4 ☐ Nearly every day

40. In general, compared to other people your age, would you say that your health is:

- 1 ☐ Excellent
2 ☐ Very good
3 ☐ Good
4 ☐ Fair
5 ☐ Poor

41. Do you **now** smoke every day, some days, or not at all?

- 1 ☐ Every day
2 ☐ Some days
3 ☐ Not at all
4 ☐ Don't know

42. Many people experience leakage of urine, also called urinary incontinence. In the **past six months**, have you experienced leaking of urine?

- 1 ☐ Yes → **Go to Question 43**
2 ☐ No → **Go to Question 46**

43. During the **past six months**, how much did leaking of urine make you change your daily activities or interfere with your sleep?

- 1 ☐ A lot
2 ☐ Somewhat
3 ☐ Not at all

44. Have you **ever** talked with a doctor, nurse, or other health care provider about leaking of urine?

- 1 ☐ Yes
2 ☐ No

45. There are many ways to control or manage the leaking of urine, including bladder training exercises, medication, and surgery. Have you **ever** talked with a doctor, nurse, or other health care provider about any of these approaches?

- 1 ☐ Yes
2 ☐ No

46. In the **past 12 months**, did you talk with a doctor or other health provider about your level of exercise or physical activity? For example, a doctor or other health provider may ask if you exercise regularly or take part in physical exercise.

- 1 ☐ Yes → **Go to Question 47**
2 ☐ No → **Go to Question 47**
3 ☐ I had no visits in the past 12 months
→ **Go to Question 48**

47. In the **past 12 months**, did a doctor or other health provider advise you to start, increase or maintain your level of exercise or physical activity? For example, in order to improve your health, your doctor or other health provider may advise you to start taking the stairs, increase walking from 10 to 20 minutes every day or to maintain your current exercise program.

- 1 ☐ Yes
2 ☐ No

48. A fall is when your body goes to the ground without being pushed. In the **past 12 months**, did you talk with your doctor or other health provider about falling or problems with balance or walking?

- 1 ☐ Yes
2 ☐ No
3 ☐ I had no visits in the past 12 months

49. Did you fall in the **past 12 months**?

- 1 ☐ Yes
2 ☐ No

50. In the **past 12 months**, have you had a problem with balance or walking?

- 1 ☐ Yes
2 ☐ No

51. Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking? Some things they might do include:

- Suggest that you use a cane or walker.
- Suggest that you do an exercise or physical therapy program.
- Suggest a vision or hearing test.

- 1 ☐ Yes
2 ☐ No
3 ☐ I had no visits in the past 12 months

52. Have you **ever** had a **bone density test** to check for **osteoporosis**, sometimes thought of as “brittle bones”? This test would have been done to your back or hip.

- 1 ☐ Yes
2 ☐ No

53. During the **past month**, on average, how many hours of actual sleep did you get at night? (This may be different from the number of hours you spent in bed.)

- 1 ☐ Less than 5 hours
2 ☐ 5 – 6 hours
3 ☐ 7 – 8 hours
4 ☐ 9 or more hours

54. During the **past month**, how would you rate your overall sleep quality?

- 1 ☐ Very Good
2 ☐ Fairly Good
3 ☐ Fairly Bad
4 ☐ Very Bad

55. How much do you weigh in pounds (lbs.)?

lbs.

56. How tall are you without shoes on, in feet and inches? Please fill in both feet and inches, for example: 5 feet 00 inches, or 5 feet 04 inches (if 1/2 inch, please round up).

feet inches

57. Are you male or female?

☐ Male
1
☐ Female
2

58. Are you Hispanic, Latino/a or Spanish origin? (One or more categories may be selected)

☐ No, not of Hispanic, Latino/a or Spanish origin
1
☐ Yes, Mexican, Mexican American, Chicano/a
2
☐ Yes, Puerto Rican
3
☐ Yes, Cuban
4
☐ Yes, another Hispanic, Latino/a or Spanish origin
5

59. What is your race? (One or more categories may be selected)

☐ White
01
☐ Black or African American
02
☐ American Indian or Alaska Native
03
☐ Asian Indian
04
☐ Chinese
05
☐ Filipino
06
☐ Japanese
07
☐ Korean
08
☐ Vietnamese
09
☐ Other Asian
10
☐ Native Hawaiian
11
☐ Guamanian or Chamorro
12
☐ Samoan
13
☐ Other Pacific Islander
14

60. What language do you **mainly** speak at home?

☐ English
1
☐ Spanish
2
☐ Chinese
3
☐ Russian
4
☐ Some other language (please specify)
7

61. What is your current marital status?

☐ Married
1
☐ Divorced
2
☐ Separated
3
☐ Widowed
4
☐ Never married
5

62. What is the highest grade or level of school that you have completed?

- 1 ☐ 8th grade or less
 2 ☐ Some high school, but did not graduate
 3 ☐ High school graduate or GED
 4 ☐ Some college or 2-year degree
 5 ☐ 4-year college graduate
 6 ☐ More than a 4-year college degree

63. Do you live alone or with others? (One or more categories may be selected)

- 1 ☐ Alone
 2 ☐ With spouse/significant other
 3 ☐ With children/other relatives
 4 ☐ With non-relatives
 5 ☐ With paid caregiver

64. Where do you live?

- 1 ☐ House, apartment, condominium or mobile home → **Go to Question 65**
 2 ☐ Assisted living or board and care home → **Go to Question 65**
 3 ☐ Nursing home → **Go to Question 66**
 4 ☐ Other → **Go to Question 66**

65. Is the house or apartment you currently live in:

- 1 ☐ Owned or being bought by you
 2 ☐ Owned or being bought by someone in your family other than you
 3 ☐ Rented for money
 4 ☐ Not owned and one in which you live without payment of rent
 5 ☐ None of the above

66. Who completed this survey form?

- 1 ☐ Person to whom survey was addressed → **Go to Question 68**
 2 ☐ Family member or relative of person to whom the survey was addressed
 3 ☐ Friend of person to whom the survey was addressed
 4 ☐ Professional caregiver of person to whom the survey was addressed

67. Did someone help you complete this survey? If so, please fill in that person's name.

DO NOT enter the name of the person to whom this survey was addressed.

Please **print** clearly.

First Name: _____

Last Name: _____

68. Which of the following categories best represents the **combined income for all family members in your household** for the **past 12 months**?

- 01 ☐ Less than \$5,000
 02 ☐ \$5,000–\$9,999
 03 ☐ \$10,000–\$19,999
 04 ☐ \$20,000–\$29,999
 05 ☐ \$30,000–\$39,999
 06 ☐ \$40,000–\$49,999
 07 ☐ \$50,000–\$79,999
 08 ☐ \$80,000–\$99,999
 09 ☐ \$100,000 or more
 10 ☐ Don't know

**YOU HAVE COMPLETED THE SURVEY.
THANK YOU.**

Please use the enclosed prepaid envelope to mail your completed survey to:

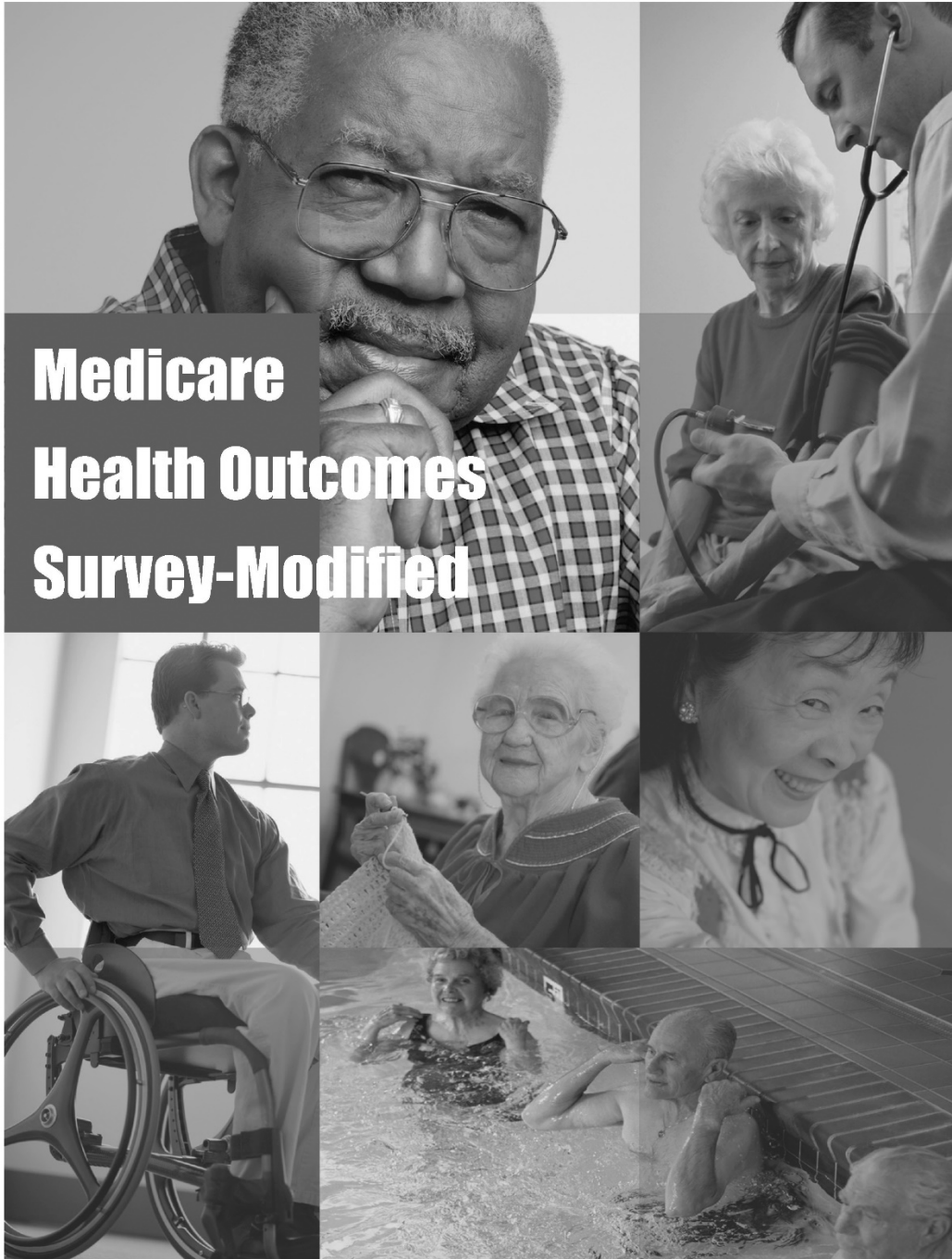
Insert Survey Vendor
Contact Information Here

Appendix 2

Medicare Health Outcomes Survey— Modified (HOS-M) Questionnaire (English) 2020

HEDIS® 2020

HEALTHCARE EFFECTIVENESS DATA AND INFORMATION SET



**Medicare
Health Outcomes
Survey-Modified**



Medicare Health Outcomes Survey—Modified Instructions

This survey asks about your health, feelings, and ability to do daily activities. Please take the time to complete this survey. Your answers are very important to us. If you need help to complete this survey, a family member or a friend may fill out the survey about your health. If a family member or a friend is NOT available, please ask your nurse or other health professional to help.

- Answer the questions by putting an 'X' in the box next to the appropriate answer category like the example below:

Are you male or female?

- 1 ☒ Male
2 ☐ Female

- Be sure to read all the answer choices given before marking a box with an 'X.'
- You may find some of the questions to be personal. It is important that you answer EVERY question on this survey. However, you do not have to answer a question if you do not want to. If you are unsure of the answer to a question or that the question applies to you, just choose the BEST available answer.
- **Please complete the survey within two weeks and return it in the enclosed postage-paid envelope.**

IF YOU ARE FILLING OUT THIS SURVEY FOR SOMEONE ELSE

Please answer every question the way you believe best describes that person's health, feelings, and ability to do daily activities. Answer each question the way you think the person you are helping would answer about him or herself.

All information that would permit identification of any person who completes this survey is protected by the Privacy Act and the Health Insurance Portability and Accountability Act (HIPAA). This information will be used only for purposes permitted by law and will not be disclosed or released for any other reason. If you have any questions or want to know more about the study, please call [vendor name] at [toll-free number].

"According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information that does not display a valid OMB control number. The valid OMB control number for this information collection is 0938-0701. The time required to complete this information collection is estimated to average 20 minutes including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, C1-25-05, Baltimore, Maryland 21244-1850."

OMB 0938-0701 Version 02-1 (Expires: 08/31/21)

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Items 1, 6–13: The VR-12 Health Survey item content was developed and modified from a 36-item health survey.

Medicare Health Outcomes Survey—Modified

1. In general, would you say your health is:

Excellent**Very good****Good****Fair****Poor**₁ ☐₂ ☐₃ ☐₄ ☐₅ ☐

2. How much difficulty, if any, do you have lifting or carrying objects as heavy as 10 pounds, such as a sack of potatoes?

**No difficulty
at all****A little difficulty****Some
difficulty****A lot of difficulty****Not able to
do it**₁ ☐₂ ☐₃ ☐₄ ☐₅ ☐

3. How much difficulty, if any, do you have walking a quarter of a mile—that is about 2 or 3 blocks?

**No difficulty
at all****A little difficulty****Some
difficulty****A lot of difficulty****Not able to
do it**₁ ☐₂ ☐₃ ☐₄ ☐₅ ☐

4. Because of a health or physical problem, do you have any difficulty doing the following activities
- without special equipment or help from another person?**

**No, I do not
have difficulty****Yes, I have
difficulty****I am unable to
do this activity**

a. Bathing

₁ ☐₂ ☐₃ ☐

b. Dressing

₁ ☐₂ ☐₃ ☐

c. Eating

₁ ☐₂ ☐₃ ☐

d. Getting in or out of chairs.....

₁ ☐₂ ☐₃ ☐

e. Walking.....

₁ ☐₂ ☐₃ ☐

f. Using the toilet.....

₁ ☐₂ ☐₃ ☐

5. Do you receive **help from another person** with any of these activities?

	Yes, I receive help	No, I do not receive help	I do not do this activity
a. Bathing	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
b. Dressing	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
c. Eating	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
d. Getting in or out of chairs.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
e. Walking	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
f. Using the toilet.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

6. The following items are about activities you might do during a typical day. Does **your health now limit you** in these activities? If so, how much?

ACTIVITIES	Yes, limited a lot	Yes, limited a little	No, not limited at all
a. Moderate activities , such as moving a table, pushing a vacuum cleaner, bowling, or playing golf.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
b. Climbing several flights of stairs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

7. **During the past 4 weeks**, have you had any of the following problems with your work or other regular daily activities **as a result of your physical health**? (If you are not able to do work or regular daily activities, please answer 'yes, all of the time' to both questions).

	No, none of the time	Yes, a little of the time	Yes, some of the time	Yes, most of the time	Yes, all of the time
a. Accomplished less than you would like	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Were limited in the kind of work or other activities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

8. **During the past 4 weeks**, have you had any of the following problems with your regular daily activities **as a result of any emotional problems** (such as feeling depressed or anxious)? (If you are not able to do work or regular daily activities, please answer 'yes, all of the time' to both questions.)

	No, none of the time	Yes, a little of the time	Yes, some of the time	Yes, most of the time	Yes, all of the time
a. Accomplished less than you would like	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
b. Didn't do work or other activities as carefully as usual	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

9. **During the past 4 weeks**, how much did **pain** interfere with your normal work (including both work outside the home and housework)?

Not at all	A little bit	Moderately	Quite a bit	Extremely
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

These questions are about how you feel and how things have been with you **during the past four weeks**. For each question, please give the one answer that comes closest to the way you have been feeling.

10. How much of the time **during the past 4 weeks**:

	All of the time	Most of the time	A good bit of the time	Some of the time	A little of the time	None of the time
a. have you felt calm and peaceful ?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
b. did you have a lot of energy ? ..	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
c. have you felt downhearted and blue ?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

11. **During the past 4 weeks**, how much of the time has your **physical health or emotional problems** interfered with your social activities (like visiting with friends, relatives, etc.)?

All of the time	Most of the time	Some of the time	A little of the time	None of the time
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

Now, we'd like to ask you some questions about how your health may have changed.

12. Compared to **one year ago**, how would you rate your **physical health** in general **now**?

Much better	Slightly better	About the same	Slightly worse	Much worse
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

13. Compared to **one year ago**, how would you rate your **emotional problems** (such as feeling anxious, depressed, or irritable) in general **now**?

Much better	Slightly better	About the same	Slightly worse	Much worse
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

14. Do you experience memory loss that interferes with daily activities?

1 ☐ Yes

2 ☐ No

15. How often, if ever, do you have difficulty controlling urination (bladder accidents)?

Never	Less than once a week	Once a week or more often	Daily	Catheter
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

16. Who completed this survey form?

1 <input type="checkbox"/> Medicare Participant	→ STOP HERE
2 <input type="checkbox"/> Family member, relative, or friend of Medicare Participant	→ Go to Question 17
3 <input type="checkbox"/> Nurse or other health professional	→ Go to Question 17

17. What was the reason you filled out this survey for someone else? (Please answer **ALL** that apply.)

1 ☐ Physical problems

2 ☐ Memory loss or mental problems

3 ☐ Unable to speak or read English

4 ☐ Person not available

5 ☐ Other

18. How did you help complete this survey? (Please answer **ALL** that apply.)

- 1 ☐ Read the questions to the person
- 2 ☐ Wrote down the person's answers
- 3 ☐ Answered the questions based on my experience with the person
- 4 ☐ Used medical records to fill out the survey
- 5 ☐ Translated the survey questions
- 6 ☐ Other

FOR PROFESSIONAL STAFF (CAREGIVERS) ONLY

19. Which of the following **best describes** your position? (Please choose **one** answer.)

- 1 ☐ Home Health Aide, Personal Care Attendant, or Certified Nursing Assistant
- 2 ☐ Nurse (RN, LPN, or NP)
- 3 ☐ Social Worker or Case Manager
- 4 ☐ Adult Foster Care/Adult Day Care/Assisted Living/Residential Care Staff
- 5 ☐ Interpreter
- 6 ☐ Other

YOU HAVE COMPLETED THE SURVEY. THANK YOU.

Please use the enclosed prepaid envelope to mail your completed survey to:

Insert Vendor Contact Information Here

Appendix 3

HOS Baseline Text for Prenotification Letter, Survey Cover Letters, and Reminder/Thank-You Postcard

HOS Baseline Prenotification Letter**[CMS Letterhead]**

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

This is your chance to help improve Medicare.

In a few days, you'll get the “**Medicare Health Outcomes Survey**” in the mail. Your responses will help Medicare improve the care it offers to you and others with Medicare.

Your voice is important! **We'd greatly appreciate a few minutes of your time to help with this important project.** The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Thank you in advance for your help.

Sincerely,

Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

Si desea solicitar el cuestionario en español, por favor llame al número de teléfono gratuito [PHONE NUMBER] o envíe un correo electrónico a [EMAIL ADDRESS].

如果您希望收到中文問卷，請撥打免費電話號碼 [PHONE NUMBER] 或發電子郵件至 [EMAIL ADDRESS]。

Если вы хотите получить данную анкету на русском языке, позвоните по телефону [PHONE NUMBER] (звонок бесплатный) или напишите по адресу [EMAIL ADDRESS].

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

HOS Baseline Letter for First Questionnaire Mailing (Double-Sided—English)

[CMS Letterhead]

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

This is your chance to help improve Medicare.

The Centers for Medicare & Medicaid Services (CMS) is conducting a survey of people in Medicare health plans. We'd greatly appreciate your time to help us by completing and returning this survey. **Your answers will help Medicare improve the quality of care in Medicare health plans.**

Please take a few minutes to complete the “Medicare Health Outcomes Survey.” The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

In two years, we may ask you to take the survey again. The goal is to learn how well your Medicare health plan helps you maintain or improve your health over time.

Your voice is important! We appreciate hearing back from you.

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Again, thank you for your help with this important project.

Sincerely,

Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

Enclosures

Español Al Otro Lado

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

HOS Baseline Letter for First Questionnaire Mailing (Double-Sided—Spanish)**[CMS Letterhead]**

Estimado(a) [MEMBER FIRST NAME] [MEMBER LAST NAME]:

Esta es su oportunidad de ayudar a mejorar Medicare.

Los Centros de Servicios de Medicare y Medicaid (CMS) están realizando una encuesta a las personas que cuentan con planes de salud de Medicare. Agradecemos mucho su tiempo para completar y enviar esta encuesta. **Sus respuestas ayudarán a Medicare a mejorar la calidad de la atención en sus planes de salud.**

Tómese unos minutos para completar la “Encuesta sobre resultados de salud de Medicare.” Esta encuesta toma aproximadamente unos 15 minutos. Su participación es voluntaria. Asimismo, su información es confidencial de conformidad con la ley.

Es posible que en dos años le solicitemos que vuelva a completar la encuesta. La meta es conocer qué tan bien su plan de salud de Medicare le ayuda a mantener o mejorar su salud con el paso del tiempo.

¡Su opinión es importante! Agradeceremos recibir noticias tuyas pronto.

Para preguntas sobre la encuesta, llame gratis al [PHONE NUMBER] o envíe un correo electrónico a [EMAIL ADDRESS].

Una vez más, gracias por su ayuda con esta importante encuesta.

Atentamente,

Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

Anexos

English On The Other Side

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

HOS Baseline Letter for Replacement Questionnaire Mailing

[CMS Letterhead]

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

We recently mailed you the “Medicare Health Outcomes Survey.” If you already returned this survey, thank you, and you don’t need to do anything else.

If not, **this is a friendly reminder that we’re very interested in hearing from you.** We’ve included another copy of the survey to make things easy. Your answers are important and help Medicare monitor plans and improve the quality of care for you and others with Medicare.

In two years, we may ask you to take this same survey again. The goal is to learn how well your Medicare health plan helps you maintain or improve your health over time.

Your voice is important! **Please take a few minutes to complete the “Medicare Health Outcomes Survey.”** The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Again, we greatly appreciate your help with this important project.

Sincerely,

Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

Enclosures

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

HOS Baseline Reminder/Thank-You Postcard**Medicare Health Outcomes Survey**

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

About a week ago, you should have received the “Medicare Health Outcomes Survey” in the mail. If you already returned this survey, thank you, and you don’t need to do anything else.

If not, this is a friendly reminder that we’re very interested in hearing from you. Your answers will help improve the quality of care in Medicare health plans.

You’ll get another copy of the survey in the mail soon. The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Thank you again for your help with this important project.

Sincerely,
The Centers for Medicare & Medicaid Services

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Appendix 4

HOS Follow-Up Text for Prenotification Letter, Survey Cover Letters, and Reminder/Thank-You Postcard

HOS Follow-Up Prenotification Letter**[CMS Letterhead]**

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

About two years ago, you filled out the “**Medicare Health Outcomes Survey.**” Thank you! In a few days, you’ll get a follow-up survey in the mail.

We’d greatly appreciate a few minutes of your time to respond. Your answers will help us see how well your Medicare plan helps you maintain or improve your health over time. Medicare uses this information to monitor plans and improve the quality of care for you and others with Medicare.

Your voice is important! The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Thank you in advance for your help with this important project.

Sincerely,

Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

Si desea solicitar el cuestionario en español, por favor llame al número de teléfono gratuito [PHONE NUMBER] o envíe un correo electrónico a [EMAIL ADDRESS].

如果您希望收到中文問卷，請撥打免費電話號碼 [PHONE NUMBER] 或發電子郵件至 [EMAIL ADDRESS]。

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

HOS Follow-Up Letter for First Questionnaire Mailing—No Proxy at Baseline

[CMS Letterhead]

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

About two years ago, you took the “**Medicare Health Outcomes Survey.**” Thank you!

You may recall we promised to send this follow-up survey in two years. The goal is to see how well your Medicare plan helped you maintain or improve your health over time.

We’d greatly appreciate a few minutes of your time to complete and return this survey again. Medicare will use this information to monitor plans and improve the quality of care for you and others with Medicare.

Your voice is important! The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Thank you for your help with this important project.

Sincerely,

Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

Enclosures

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

HOS Follow-Up Letter for Replacement Questionnaire Mailing—No Proxy at Baseline

[CMS Letterhead]

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

About a week ago, you should have received the “**Medicare Health Outcomes Survey.**” If you already returned it, thank you, and you don’t need to do anything else.

If not, **this is a friendly reminder that we’re very interested in hearing from you.** We’ve included another copy of the survey to make it easy.

As you may recall, you completed and returned this same survey two years ago. Your responses on this follow-up survey will help us see how well your Medicare plan helped you maintain or improve your health over time.

Your voice is important! Medicare will use this information to monitor plans and improve the quality of care for you and others with Medicare. The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Again, thank you for your help.

Sincerely,

Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

Enclosures

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

HOS Follow-Up Letter for First Questionnaire Mailing—Proxy at Baseline

[CMS Letterhead]

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

About two years ago, you took the “**Medicare Health Outcomes Survey.**” Thank you!

You may recall we promised to send this same survey to you again in two years. The goal is to see how well your Medicare plan helped you maintain or improve your health over time.

We’d greatly appreciate a few minutes of your time to complete the enclosed survey.

Medicare will use this information to monitor plans and improve the quality of care for you and others with Medicare.

Your voice is important! The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

Our records show that [SURVEY VENDOR INSERTS APPROPRIATE INFORMATION] completed this survey for you two years ago. **If you need help taking this survey again, please ask this person or someone else who knows about your health to help you.**

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Thank you for your help with this important project.

Sincerely,

Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

Enclosures

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

HOS Follow-Up Letter for Replacement Questionnaire Mailing—Proxy at Baseline**[CMS Letterhead]**

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

About a week ago, you should have received the “**Medicare Health Outcomes Survey.**” If you already returned it, thank you, and you don’t need to do anything else.

If not, **this is a friendly reminder that we’re very interested in hearing from you.** We’ve included another copy of the survey to make it easy.

As you may recall, you took this same survey two years ago. Your responses on this follow-up survey will help us see how well your Medicare plan helped you maintain or improve your health over time.

Your voice is important! Your answers will help Medicare monitor plans and improve the quality of care for you and others with Medicare. The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

Our records show that [SURVEY VENDOR INSERTS APPROPRIATE INFORMATION] completed this survey for you two years ago. **If you need help taking this survey again, please ask this person or someone else who knows about your health to help you.**

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Again, thank you for your help.

Sincerely,

Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

Enclosures

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

HOS Follow-Up Reminder/Thank-You Postcard

Medicare Health Outcomes Survey

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

About a week ago, you should have received the “Medicare Health Outcomes Survey” in the mail. If you already returned this survey, thank you, and you don’t need to do anything else.

If not, this is a friendly reminder that we’re very interested in hearing from you. Your answers will help improve the quality of care in Medicare health plans.

You’ll get another copy of the survey in the mail soon. The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Thank you again for your help with this important project.

Sincerely,
The Centers for Medicare & Medicaid Services

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

Appendix 5

HOS-M Text for Prenotification Letter, Survey Cover Letters, and Reminder/ Thank-You Postcard

HOS-M Prenotification Letter**[CMS Letterhead]**

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

This is your chance to help improve Medicare.

In a few days, you'll get the “**Medicare Health Outcomes Survey—Modified**” in the mail. Your responses will help Medicare improve the care it offers to you and others with Medicare.

Your voice is important! **We'd greatly appreciate a few minutes of your time to help with this important project.** The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Thank you in advance for your help.

Sincerely,

Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

Si desea solicitar el cuestionario en español, por favor llame al número de teléfono gratuito [PHONE NUMBER] o envíe un correo electrónico a [EMAIL ADDRESS].

如果您希望收到中文問卷，請撥打免費電話號碼 [PHONE NUMBER] 或發電子郵件至 [EMAIL ADDRESS]。

Если вы хотите получить данную анкету на русском языке, позвоните по телефону [PHONE NUMBER] (звонок бесплатный) или напишите по адресу [EMAIL ADDRESS].

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

HOS-M Letter for First Questionnaire Mailing

[CMS Letterhead]

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

This is your chance to help improve Medicare.

The Centers for Medicare & Medicaid Services (CMS) is conducting a survey of people in Medicare health plans. We'd greatly appreciate your time to help us by completing and returning this survey. **Your answers will help improve the care in Medicare's health plans.**

Please take a few minutes to complete the “Medicare Health Outcomes Survey—Modified.” The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

Your voice is important! We appreciate hearing back from you.

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Thank you for your help with this important project.

Sincerely,

Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

P.S. If you need help with the survey, ask a relative, friend, or caregiver who knows about your health to fill it out for you.

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

HOS-M Letter for Replacement Questionnaire Mailing

[CMS Letterhead]

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

We recently mailed you the “Medicare Health Outcomes Survey—Modified.” If you already returned this survey, thank you, and you don’t need to do anything else.

If not, **this is a friendly reminder that we’re very interested in hearing from you.** We’ve included another copy of the survey to make things easy. Your answers will help improve the care in Medicare’s health plans.

Your voice is important! **Please take a few minutes to complete the “Medicare Health Outcomes Survey—Modified.”** The survey takes about 15 minutes. Your participation is voluntary, and your information is kept private by law.

For questions about the survey, call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Again, we greatly appreciate your help with this important project.

Sincerely,

Amy Larrick Chavez-Valdez, Director
Medicare Drug Benefit and C & D Data Group

P.S. If you need help with the survey, ask a relative, friend, or caregiver who knows about your health to fill it out for you.

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*

HOS-M Reminder/Thank-You Postcard

Medicare Health Outcomes Survey—Modified

Dear [MEMBER FIRST NAME] [MEMBER LAST NAME]:

About a week ago, you should have received the “Medicare Health Outcomes Survey—Modified” in the mail. If you already returned the survey, thank you, and you don’t need to do anything else.

If not, this is a friendly reminder that we’re very interested in hearing from you. Your answers will help improve the care in Medicare’s health plans.

If you did not receive the survey or misplaced it, please call toll-free at [PHONE NUMBER] or email [EMAIL ADDRESS].

Thank you again for your help with this important project.

Sincerely,
The Centers for Medicare & Medicaid Services

***Note:** Content may change slightly at the time of survey administration. NCQA provides final language to survey vendors prior to survey production.*