



TERMS OF USE FOR THE MEDICARE HEALTH OUTCOMES SURVEY (HOS) AND MEDICARE HEALTH OUTCOMES SURVEY- MODIFIED (HOS-M)

By using the Medicare Health Outcomes Survey and/or Medicare Health Outcomes Survey-Modified (Surveys), you and your organization agree to the following terms and conditions (the Terms of Use). The Centers for Medicare & Medicaid Services (CMS) reserves the right, at its discretion, to change any of these terms in the future, at any time. If you do not agree to these Terms of Use, you may not use the Surveys.

1. CMS does not endorse any findings or results from private applications of the Medicare Star Ratings System, which includes but is not limited to CAHPS^{®1}, HEDIS^{®2}, and the HOS. No organization may represent independently-generated results as “Medicare Star Ratings” or “Star Ratings.” Only Medicare Star Ratings calculated by CMS may be characterized as Medicare Star Ratings and considered methodologically sound and appropriate for comparisons to other Medicare health plans. Data obtained in any other way may not be used for valid plan-to-plan comparisons or to appeal official CMS results. An organization may use Medicare Star Ratings data for internal purposes only.
2. Approval to use the Surveys does not relieve an organization of its responsibility to protect the rights and welfare of individuals participating in research studies. It is the organization’s responsibility to obtain appropriate institutional and ethics review board approval, if applicable.
3. A privately administered HOS or HOS-M survey instrument may **not** be labeled or referred to as the “Health Outcomes Survey,” “Medicare Health Outcomes Survey,” “Health Outcomes Survey-Modified,” “Medicare Health Outcomes Survey-Modified,” “Medicare Experience Survey,” or “Medicare Satisfaction Survey” nor make any suggestion of measuring member experience. A privately administered HOS or HOS-M survey instrument may **not** include CMS or NCQA logos nor may it suggest that this survey is administered on behalf of the government.
4. An organization may not represent the private application of an HOS or HOS-M survey instrument as an administration of the Medicare Health Outcomes Survey or the Medicare Health Outcomes Survey-Modified.
5. An organization may not represent that the private application of the HOS or HOS-M survey instrument constitutes an official score on a HEDIS measure. Such results may be represented as the output of a HEDIS measure only if the results are calculated by NCQA and the survey is administered by a CMS-approved HOS survey vendor following the standard HOS protocol.
6. An organization is **strongly discouraged** from fielding any HOS-related questions of Medicare beneficiaries four weeks prior to and during HOS administration (generally, any time from June – November).
7. Approval to use the HOS or HOS-M instrument expires after one year of the approval date. If an organization plans to continue using the HOS or HOS-M, it must resubmit for approval after one year.
8. An organization that plans to use an HOS or HOS-M instrument or any portion thereof **must** provide a sample questionnaire for review. An organization that plans to verbally

¹CAHPS is a registered trademark of the Agency for Healthcare Research and Quality.

²HEDIS is a registered trademark of the National Committee for Quality Assurance.

administer HOS or HOS-M survey items **must** provide a sample survey script. Questionnaires and scripts must meet the following requirements:

- a. The questionnaire or script must use a different cover that does **not** include the NCQA or CMS logo. The organization may include its own logo on the cover.
- b. The questionnaire or script must use a **different font** than the official HOS. HOS uses Arial font.
- c. The questionnaire may **not** use header language found in any government sponsored survey (e.g., “Your Health Care in the Last 6 Months”).
- d. The OMB statement inside the front cover must be **removed** in its entirety. In addition, the OMB reference number must be removed from each page.
- e. Each survey page after the cover page must contain the following phrase as follows, including bolding and capitalization where applicable:
 - i. English: **“THIS IS NOT AN OFFICIAL GOVERNMENT SURVEY.”**
 - ii. Spanish: **“ESTA NO ES UNA ENCUESTA OFICIAL DEL GOBIERNO.”**
 - iii. Chinese: **“這不是官方的政府調查。”**
 - iv. Russian: **“Данный опрос не является официальным государственным опросом.”**
- f. Use of the term “Health Outcomes Survey,” “Medicare Health Outcomes Survey,” “Health Outcomes Survey-Modified,” “Medicare Health Outcomes Survey-Modified”, or “Medicaid” is restricted only to the following copyright language, which **must** be included inside the front cover:

English

Medicare Health Outcomes Survey

“© 2021 by the National Committee for Quality Assurance (NCQA). This survey instrument may not be reproduced or transmitted in any form, electronic or mechanical, without the express written permission of NCQA. All rights reserved.

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

The items in this questionnaire were obtained from the Medicare Health Outcomes Survey (HOS) with the express permission of NCQA and the Centers for Medicare & Medicaid Services (CMS). However, this survey is not being used as part of the Medicare HOS program and is not recognized as such by NCQA or CMS.

Permission received [month and year in which letter is dated].”

Medicare Health Outcomes Survey-Modified

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

The items in this questionnaire were obtained from the Medicare Health Outcomes Survey-Modified (HOS-M) with the express permission of NCQA and the Centers for Medicare & Medicaid Services (CMS). However, this survey is not being used as part of the Medicare HOS-M program and is not recognized as such by NCQA or CMS.

Permission received [month and year in which letter is dated].”

Spanish

Encuesta de Medicare Sobre la Salud

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Preguntas 1 a la 9: El contenido de las preguntas de la Encuesta Sobre la Salud para Veteranos VR-12 se desarrolló y modificó a partir de una encuesta sobre la salud de 36 preguntas.

Las preguntas en este cuestionario se obtuvieron de la Encuesta de Medicare Sobre la Salud (HOS), con permiso explícito de NCQA y CMS. Sin embargo, esta encuesta no forma parte del programa de la Encuesta de Medicare Sobre la Salud y no es reconocida como tal por NCQA o CMS.

Permiso recibido en [MONTH in which letter is dated] del [YEAR in which letter is dated].”

Encuesta Modificada de Medicare Sobre la Salud

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Preguntas 1, y 6 a la 13: El contenido de las preguntas de la Encuesta Sobre la Salud para Veteranos VR-12 se desarrolló y modificó a partir de una encuesta sobre la salud de 36 preguntas.

Las preguntas en este cuestionario se obtuvieron de la Encuesta Modificada de Medicare Sobre la Salud (HOS-M), con permiso explícito de NCQA y los Centros de Servicios de Medicare y Medicaid (CMS). Sin embargo, esta encuesta no forma parte del programa de la Encuesta Modificada de Medicare Sobre la Salud (HOS-M) y no es reconocida como tal por NCQA o CMS.

Permiso recibido en [MONTH in which letter is dated] del [YEAR in which letter is dated].”

Chinese

聯邦醫療保險健康狀況問卷調查

「© 2021 全國品質保證委員會 (NCQA)。未經 NCQA 書面同意，不得以任何電子或機械形式擅自複製或傳送這項問卷調查。保留所有權利。

第 1-9 題：VR-12 健康調查問題是由一份 36 題的健康調查問卷編寫及修改。

本問卷的問題是取自聯邦醫療保險健康狀況問卷調查 (HOS)，並獲得 NCQA 及 Centers for Medicare & Medicaid Services (CMS) 的明確許可。然而，本問卷調查不會作為聯邦醫療保險 HOS 計劃的一部分，也未受到 NCQA 或 CMS 如此認可。

獲得許可日期 [month and year in which letter is dated]。]

聯邦醫療保險健康狀況問卷調查修訂版

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第 1、6 - 13 題：VR-12 健康調查問題是由一份 36 題的健康調查問卷編寫及修改。本問卷的問題是取自聯邦醫療保險健康狀況問卷調查修訂版 (HOS-M)，並獲得 NCQA 及 Centers for Medicare & Medicaid Services (CMS) 的明確許可。然而，本問卷調查不會作為聯邦醫療保險 HOS-M 計劃的一部分，也未受到 NCQA 或 CMS 如此認可。

獲得許可日期 [month and year in which letter is dated]。]

Russian

Опросник Medicare по показателям состояния здоровья

"© 2021 г., Национальный комитет по обеспечению качества (NCQA). Не допускается воспроизведение или передача данного опросника в любой форме, электронной или механической, без явного письменного разрешения Национального комитета по обеспечению качества (NCQA). Все права защищены.

ПП. 1-9: Содержание пунктов опросника VR-12 было разработано и модифицировано на основе оценки состояния здоровья по 36 пунктам.

Пункты данного опросника были взяты из «Опросника Medicare по показателям состояния здоровья» (HOS) с разрешения NCQA и Центров обслуживания Medicare и Medicaid (CMS). Однако данный опросник не используется в рамках программы HOS Medicare и не считается таковым NCQA или CMS.

Разрешение получено [month and year in which letter is dated]."

Опросник Medicare по показателям состояния здоровья — модифицированная версия

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ПП. 1, 6-13: Содержание пунктов опросника VR-12 было разработано и модифицировано на основе оценки состояния здоровья по 36 пунктам.

Пункты данного опросника были взяты из модифицированной версии «Опросника Medicare по показателям состояния здоровья» (HOS-M) с разрешения NCQA и Центров обслуживания Medicare и Medicaid (CMS). Однако данный опросник не используется в рамках программы HOS-M Medicare и не считается таковым NCQA или CMS.

Разрешение получено [month and year in which letter is dated].”

Attestations

Instructions: The requesting Organization and Survey Vendor, if applicable, must sign to acknowledge their review and agreement to specified Terms of Use.

Organization Attestation

I hereby acknowledge that I have read and agree to the Terms of Use for the Medicare Health Outcomes Survey and Medicare Health Outcomes Survey-Modified.

Name Date

Signature

Organization

Survey Vendor Attestation (if applicable)

I hereby acknowledge that I have read and agree to the Terms of Use for the Medicare Health Outcomes Survey and Medicare Health Outcomes Survey-Modified.

Name Date

Signature

Organization