



Broker Bulletin

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Medicare Health Outcomes Survey Overview

Did You Know...

The Medicare Health Outcomes Survey (HOS) is the first patient-reported outcomes measure used in Medicare managed care. The goal of the Medicare HOS program is to gather valid and clinically meaningful data. In turn, this data provides the Centers for Medicare and Medicaid Services (CMS) with valuable information. Managed care plans with Medicare Advantage (MA) contracts are required to participate. Data collected allows CMS to:

- Target quality improvement activities and resources
- Monitor health plan performance and reward top-performing health plans
- Help beneficiaries make informed healthcare choices from recorded findings
- Help the health plan focus on health outcomes and wellness

Each year, a random sample of Medicare beneficiaries is drawn and surveyed from each participating Medicare Advantage organization that has a minimum of 500 enrollees. Two years later, the baseline respondents are surveyed again as follow-up to determine consistency and changes. The survey is designed to assess a health plan's ability to maintain or improve the physical and mental health of their Medicare members using a core set of survey questions. Typically, Health First Health

Plans administers their HOS between August and November annually.

Four main components of the survey are:

- Improving or maintaining mental health
- Monitoring physical activity
- Improving bladder control
- Reducing the risk of falling

Overall, the Medicare HOS simply gauges the member's perception of their health plan. Health First Health Plans and AdventHealth Advantage Plans use the months leading up to the HOS to draw awareness on bladder control and improving fall risk. Our Strategic Outreach team makes calls to members experiencing these conditions to offer support and available services.

If you have any questions, please contact your Health First Health Plans' or AdventHealth Advantage Plans' sales representative or Broker Services at HFBroker@HF.org.

We value and appreciate your partnership.

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