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DATE: August 1, 2014

TO: All Medicare Advantage Organizations

FROM: Amy K. Larrick, Acting Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: 2014 Medicare Health Outcomes Survey (HOS) HPMS Update

On behalf of the Medicare Health Outcomes Survey (HOS) Team, I am pleased to announce the release of the updated Health Plan Management System (HPMS) HOS module and the availability of the following reports and data for participating Medicare managed care plans:

- 2011-2013 Cohort 14 Medicare HOS Performance Measurement Report
- 2011-2013 Cohort 14 Medicare HOS Star Ratings Validation
- 2011-2013 Cohort 14 Medicare HOS Aggregate Score Analysis

Updated HPMS HOS Module

CMS continues to make enhancements to the HPMS HOS module to increase functionality and improve overall usability. Users will note that under “Survey Responses” in the navigation menu, “Summary Measures Score Analysis” has been renamed “Star Ratings Validation.” Here, MAOs may review the HOS Star Ratings results from the HOS Baseline and Performance Measurements reports and review their Star Ratings data during the plan preview periods. Additionally, after August 8, 2014, the existing “PCS and MCS Results (Numbers: Actual vs. Expected)” and “PCS and MCS Results (Actual Changes: %)” options will be replaced with “Improving or Maintaining Physical Health (PCS)” and “Improving or Maintaining Mental Health (MCS)” and all corresponding information will be displayed under each measure.

Medicare HOS Version 2.5

The *2011-2013 Cohort 14 Performance Measurement Report*, Star Ratings Validation, and Aggregate Score Analysis include results from the Medicare HOS version 2.5, as implemented for MAOs by CMS in the spring of 2013. The HOS 2.5 evaluates physical and mental health status using the Veterans RAND 12-Item Health Survey (VR-12). Use of the instrument reduces beneficiary burden and maintains comparability of the HOS results over time.

2011-2013 Cohort 14 Performance Measurement Report

The *2011-2013 Cohort 14 Performance Measurement Report* presents results for Medicare Advantage Organizations (MAOs) based on data from the Medicare HOS *2011 Cohort 14*

Baseline and *2013 Cohort 14 Follow Up* surveys. The HOS performance measurement results describe change in health status over time for beneficiaries in your MAO.

The Performance Measurement report has been redesigned to help MAOs understand and find their HOS results for key health indicators. New information on the HOS measures utilized in the Medicare Star Ratings, as well as additional resources to assist MAOs in their quality improvement efforts, are included in the report.

The report provides performance measurement results for the fourteenth time since the HOS was introduced as a HEDIS measure in 1998. The HOS measures an MAO's ability to maintain or improve the physical and mental health of its Medicare beneficiaries over time.

Each MAO report zip file also includes a summary data file that contains contract-level responses to each HOS question, as well as demographic data related to the report. HOS summary measures from each report that are used in the Medicare Part C Star Ratings are also included in this file.

2011-2013 Medicare HOS Cohort 14 Star Ratings Validation

The 2011-2013 HOS Star Ratings Validation presents high level performance measurement information for MAOs based on data from the Medicare HOS *2011 Cohort 14 Baseline* and *2013 Cohort 14 Follow Up* surveys. The HOS summary measures describe change in physical and mental health status over time at the contract, state, and region levels. The results compare actual to expected changes in physical and mental health over two years (i.e., better than, the same as, or worse than expected), as well as actual changes in physical and mental health.

2015 Star Ratings Measures

Also included in this year's Star Ratings Validation are the 2015 HOS Star Ratings Measures. Explicitly shown are the data for the two HOS and three HEDIS/HOS measures used in the 2015 Star Ratings, as well as one Display Only measure. The two HOS measures are based on data from 2011-2013 Cohort 14 Performance Measurement Results (2011 Baseline and 2013 Follow-up data collections), while the HEDIS/HOS and Display Only measures are based on data from the 2013 Cohort 14 Follow-up and 2013 Cohort 16 Baseline data collections.

2011-2013 Medicare HOS Cohort 14 Aggregate Score Analysis

The 2011-2013 HOS Aggregate Score Analysis reports average *Cohort 14 Baseline* and *Follow up* scores at the contract, state, region, and national levels for the core physical and mental health outcome measures included in the HOS and other indices of functional health status, including:

- Average Physical and Mental Component Summary Scores
- Percentage (%) reporting Health Same or Better Compared to 1 Year Ago
- Percentage (%) reporting Problems with 2 or More Activities of Daily Living
- Percentage (%) reporting 2 or More Chronic Diseases
- Percentage (%) reporting Depressive Symptoms

Use of HOS Data

CMS encourages each MAO to work in collaboration with their QIO to examine their results. Readers may visit the HOS website at www.HOSonline.org for webinars addressing how the HOS data can be used for quality improvement activities and for additional resources to help MAOs use their HOS results to target quality improvement activities.

Baseline and two-year Performance Measurement results are intended to provide information for each MAO to use in designing an improved health care delivery system to better meet the needs of the beneficiaries in its service area. Aggregate and state level information is provided to each MAO for their own internal review.

Distribution of Reports

Distribution occurs electronically to MAOs through HPMS and to QIOs through QualityNet. QIOs can also access their HOS reports and reports for all MAOs in their state via HPMS. Performance Measurement reports for *Cohorts 11-14*, Baseline reports for *Cohorts 13-16*, and HOS-M reports for years 2010-2013 are available in HPMS. Please note that if your MAO did not participate in the *2011-2013 Cohort 14 Performance Measurement*, there are no MAO specific reports for your organization.

For a general overview of the Medicare Health Outcomes Survey program, visit the CMS HOS website at www.cms.gov/hos. You may submit technical inquiries to hos@hcqis.org, or contact Health Services Advisory Group through the HOS Information and Technical Support telephone line at (888) 880-0077. HOS program and policy questions may be addressed to hos@cms.hhs.gov.