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DATE: July 31, 2020

TO: All Medicare Advantage, Section 1876 Cost, and Medicare-Medicaid Plans

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SUBJECT: 2020 Medicare Health Outcomes Survey (HOS) HPMS Update and Availability of Cohort 20 Performance Measurement Reports and Data

On behalf of the Medicare HOS Team, I am pleased to announce the availability of the following reports and data for participating Medicare Advantage Organizations (MAOs):

- 2017-2019 Cohort 20 Medicare HOS Performance Measurement Report
- 2017-2019 Cohort 20 Medicare HOS Star Ratings Validation
- 2017-2019 Cohort 20 Medicare HOS Aggregate Score Analysis
- 2017-2019 Cohort 20 Medicare HOS Performance Measurement Data

Please note that in previous years, the Medicare HOS Performance Measurement Data were not available until late fall. Details on how to request the data can be found on page 3.

2017-2019 Medicare HOS Cohort 20 Performance Measurement Report

The 2017-2019 Cohort 20 Performance Measurement Report presents results for MAOs based on data from the Medicare HOS 2017 Cohort 20 Baseline and 2019 Cohort 20 Follow Up surveys. The HOS performance measurement results describe changes in health status over time for beneficiaries in your MAO. The report includes information on the HOS measures used in the Medicare Star Ratings, as well as additional resources to assist MAOs in their quality improvement efforts.

Each MAO report zip file includes a summary data file with 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.

2017-2019 Medicare HOS Cohort 20 Star Ratings Validation

The 2017-2019 HOS Star Ratings Validation, available in the HOS module on the Health Plan Management System (HPMS), presents high level performance measurement information for MAOs based on data from the Medicare HOS 2017 Cohort 20 Baseline and 2019 Cohort 20 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.

2020 Star Ratings Measures

Explicitly shown are the results for the two HOS and three HEDIS/HOS measures used in the 2020 Star Ratings, as well as two Display Only measures. The two HOS and the new PFADL Display Only measures are based on data from 2017-2019 Cohort 20 Performance Measurement (2017 Baseline and 2019 Follow-up data collections), while the HEDIS/HOS and the Osteoporosis Testing Display Only measures are based on data from the 2019 Cohort 20 Follow Up and 2019 Cohort 22 Baseline data collections.

<i>Measure</i>	<i>Type</i>
Improving or Maintaining Mental Health	HOS
Improving or Maintaining Physical Health	HOS
Monitoring Physical Activity	HEDIS/HOS
Reducing the Risk of Falling	HEDIS/HOS
Improving Bladder Control	HEDIS/HOS
Physical Functioning Activities of Daily Living (PFADL)	Display Only
Osteoporosis Testing	Display Only

2017-2019 Medicare HOS Cohort 20 Aggregate Score Analysis

Also on HPMS, the 2017-2019 HOS Aggregate Score Analysis reports average Cohort 20 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

Distribution of Reports

Distribution occurs electronically to MAOs through HPMS. To access your organization’s reports, from the top navigation bar select “Quality and Performance,” then “HOS,” then “Performance Measurement Reports.” Performance Measurement reports for Cohorts 17-20, Baseline reports for Cohorts 19-22, and HOS-M reports for years 2016-2019 are available in HPMS. Please note that if your MAO did not participate in 2017-2019 Cohort 20 Performance Measurement, there are no MAO specific reports for your organization.

Distribution of HOS Beneficiary Level Data

The 2017-2019 Cohort 20 Medicare HOS Performance Measurement Data and accompanying documentation are the most recent release of beneficiary level HOS data to MAOs. The HOS data are intended to support quality improvement activities and initiatives. Since CMS also uses the data for MAO program oversight, the Department of Health and Human Services' Office of General Counsel has advised that neither the Health Insurance Portability and Accountability Act of 1996 nor the Privacy Act preclude release of HOS data to MAOs.

Due to the extremely sensitive nature of these data, each participating MAO must obtain their data from the Health Services Advisory Group (HSAG) by contacting the HOS Information and Technical Support via email at HOS@hsag.com. Please provide your organization's designated recipient of the data, your plan's address, return telephone number, and CMS contract number(s). The data are available for distribution to MAOs at no cost, and will be provided via secure file transfer, formatted as an encrypted CSV (comma-separated values) file.

If you have questions or require additional assistance, please contact HSAG through the HOS Information and Technical Support email address listed above or by telephone at (888) 880-0077. For policy or program concerns related to the HOS, please email hos@cms.hhs.gov. For a general overview of the Medicare HOS, visit the CMS HOS website at www.cms.gov/hos. A full description of the HOS program that includes links to research data files, data users guides, uses of the HOS data, and additional information may be found at www.HOSonline.org.