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DATE: November 5, 2021

TO: All Medicare Advantage, Cost Plans, Demonstration, and PACE Organizations

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

SUBJECT: Availability of 2020 Medicare Health Outcomes Survey (HOS) Baseline Reports and 2020 Medicare HOS-Modified (HOS-M) Reports and Electronic Data

This memo announces availability of the *2020 Medicare HOS Cohort 23 Baseline Report* for participating Medicare Advantage Organizations (MAOs), Cost Plans, and Demonstrations, and the *2020 Medicare HOS-M Report* and Electronic data for Programs of All-Inclusive Care for the Elderly (PACE) organizations that continue to participate in the program.

2020 Medicare HOS Cohort 23 Baseline Report

The *2020 Medicare HOS Cohort 23 Baseline Report* includes results from the Medicare HOS 3.0, as administered in 2020 (see the September 9, 2019 HPMS memo “Reporting Requirements for 2020 HEDIS®, HOS, and CAHPS® Measures.”) The HOS Baseline Report provides information for MAOs, Cost Plans, and Demonstrations to help identify opportunities for improvement. Information is displayed that indicates where health plans are performing better or worse than the national average. Aggregate and state-level information is provided to MAOs for internal review. Also included in each report zip file is a summary data file with contract-level responses to each HOS question, summary measures, and demographic data related to the report.

2020 Medicare HOS-M Report

The Medicare HOS-M, an abbreviated version of the Medicare HOS, assesses the physical and mental health functioning of enrollees in PACE organizations and generates information for payment adjustment. The *2020 HOS-M Report* focuses on specialized plans serving frail and elderly beneficiaries, and provides a summary of demographic information, physical and mental health status, and selected health status measures compared to national averages. CMS encourages each participating PACE organization to examine their results for use in quality improvement activities.

Distribution of Baseline and HOS-M Reports

Reports are distributed electronically to participating MAOs, Cost Plans, Demonstrations, and PACE organizations through HPMS. To access your organization's reports, from the HPMS top navigation bar select "Quality and Performance," then "HOS," then "Baseline Reports" or "HOS-M Feedback Reports" from the dashboard. Baseline Reports for Cohorts 20-23 and HOS-M Reports for 2017-2020 are available in HPMS. MAOs, Cost Plans, and PACE organizations are encouraged to examine their results and may visit the HOS website at www.HOSonline.org for information, webinars, and additional resources addressing how the HOS data can be used to target quality improvement activities. Please note that if your organization did not participate in the 2020 Cohort 23 Baseline or the 2020 HOS-M, there are no plan-specific reports for your organization.

Distribution of 2020 HOS-M Electronic Data

The 2020 Medicare HOS-M beneficiary-level data are now available for PACE organizations that continue to participate in the program.

Participating PACE organizations may obtain their data from the Health Services Advisory Group (HSAG) by emailing HOS Information and Technical Support at hos@hsag.com. Please provide your organization's designated recipient of these data, your plan's address, return telephone number, and CMS contract number(s). The data are available for distribution to PACE organizations at no cost, and will be provided via secure file transfer, formatted as an encrypted CSV (comma-separated values) file.

For general and technical questions about reports and data, please contact hos@hsag.com or (888) 880-0077. To ask a program or policy question, please email hos@cms.hhs.gov. For a general overview of the Medicare HOS program, visit the CMS HOS website at www.cms.gov/hos.