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**CENTERS FOR MEDICARE & MEDICAID SERVICES**

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**DATE:** December 22, 2022

**TO:** All Medicare Advantage Organizations

**FROM:** LaShawn McIver, MD  
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**SUBJECT:** Feedback Request Reminder - Pilot Medicare Advantage Health Equity Summary Score Dashboard

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The Centers for Medicare & Medicaid Services (CMS)' **Health Equity Summary Score (HESS) Dashboard pilot test** is well underway, and we are preparing for a go-live of the final dashboard in 2023.

***We want to hear your thoughts on the Dashboard!*** Your contributions and perspective will help ensure that the Dashboard's functionality meets your needs and that the information and resources displayed support Medicare Advantage Organizations (MAOs) in their understanding of their HESS performance. Your feedback will directly influence the reporting measures, functionality, and potential enhancements that will be included in the official release of the Dashboard.

**We ask that you participate in a brief, two-part interactive pilot exercise.** The exercise consists of: (1) self-guided exploration of the dashboard (see instructions below); and (2) completion of a feedback survey [here](#), which you may complete anonymously if desired. **All survey responses must be received no later than 5:00 pm ET on Friday, December 30, 2022.**

We ask MAOs to ***please not share any of the information contained in the HESS Dashboard publicly*** during the Dashboard's pilot testing phase.

Thank you for your assistance with the pilot testing phase of the HESS Dashboard module. For questions regarding this email, please contact Jess Maksut at [jessica.maksut@cms.hhs.gov](mailto:jessica.maksut@cms.hhs.gov) or Meagan Khau at [meagan.khau@cms.hhs.gov](mailto:meagan.khau@cms.hhs.gov). For technical assistance, contact the Health Plan Management (HPMS) Help Desk at 1 (800) 220-2028 or at [HPMS@cms.hhs.gov](mailto:HPMS@cms.hhs.gov). For health equity-focused technical assistance, please contact the CMS OMH Health Equity Technical Assistance Program at [HealthEquityTA@cms.hhs.gov](mailto:HealthEquityTA@cms.hhs.gov).

## **Instructions to participate in pilot testing for the HESS Dashboard:**

**Step 1:** Access and explore the Dashboard following the steps below.

- To access the HESS Dashboard in HPMS, users will logon to HPMS and navigate to HPMS → Quality and Performance → Performance Metrics → HESS Dashboard.
- A user manual for the HESS Dashboard be found HPMS → Quality and Performance → Performance Metrics → Documentation.
- Answers to frequently asked questions (FAQs) about the HESS Dashboard can be found at HPMS → Quality and Performance → Performance Metrics → HESS Dashboard → Download File(s).

**Step 2:** Access and complete the HESS Dashboard pilot survey [here](#).

## **Introductory Information on the Health Equity Summary Score (HESS) and the HESS Dashboard:**

The HESS is a composite health equity score that has been adapted to allow MAOs to understand disparities in the quality of care received between and within their covered populations, including disparities in the quality of care provided to individuals who are dually eligible for Medicare and Medicaid and/or who are eligible for the Low-Income Subsidy as well as disparities in the quality of care provided to individuals who are racial or ethnic minorities.

CMS's Office of Minority Health developed the HESS Dashboard in HPMS to allow MAOs to view their *confidential* HESS performance on demand. Using the HESS Dashboard, MAOs can:

- Examine their overall performance
- Example their performance on specific groups of measures
- Compare their performance to program benchmarks
- Understand their performance trends over time

The HESS Dashboard also offers links to publicly available resources that can help MAOs improve various aspects of their scores, equipping them with the skills to take health equity actions among their contracts.