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# HOS: Health Outcomes Survey for Medicare Members

## Rationale:

The Health Outcomes Survey (HOS) is sent to a sample of Medicare beneficiaries every April through June and measures the member's perception of their health, quality of life and functional health status. The HOS survey provides insight into members' perceptions of their physical and emotional health status. Key components include: Improving or Maintaining Physical Health, Improving or Maintaining Mental Health, Monitoring Physical Activity, Improving Bladder Control, and Reducing the Risk of Falling. The HOS participation and scores compose several triple weighted measures of the total Stars performance score. The overall Stars rating is very important for eligibility of bonus payments and overall Centene business.

## To improve HEDIS scores:

Understand how you, as a provider, may impact the HOS survey results. The following examples provide specific talking points that providers may use during office visits.

Members will be asked if their practitioner has discussed the following:

- Assessed and prescribed physical activity, including but not limited to: stretching, walking, and yoga.
- Discussed and assessed the member's level of activity or exercise over the past year.
- Discussed and assessed any problems with work or activity during the past two years due to physical health. (Has the member accomplished less because of their health?)
- Advised specific recommendations when to start, increase or maintain the level of physical activity.
- Asked about patient's mental health over the past two years: May use the depression screening tools.
- Discussed and assessed any problems with work or daily activity because of emotional concerns. (Has the member accomplished less due to emotional problems?)
- If a member has reported urinary incontinence, discussed possible treatment options which may include, exercise, medication or monitoring depending on member's severity.
- Assessed for the completion of bone density testing in women between the ages of 65 and 85 years.

You may contact Allwell from MHS to coordinate care as appropriate. You may also request a wellness checklist, available from the health plan, for members to receive when signing in for appointments. The wellness checklist is a list of reminder questions that a member may utilize to stay focused on improving their health and addressing key health components. In addition, a copy of the most recent HOS survey is available.