



The Health Outcomes Survey: We All Play a Role

Every year, the Centers for Medicare & Medicaid Services (CMS) sends our members the **Health Outcomes Survey (HOS)**. The goal of the HOS is to gather clinically meaningful health status data from Medicare Advantage members to support quality improvement activities, monitor health plan performance and improve the health of this population. **If you get questions from members who have received the survey, please encourage them to participate.**

Who gets the HOS?

CMS sends the survey to a random sample of members who are:

- Enrolled in a Medicare Advantage (MA) or Prescription Drug plan for at least six months
- 18+ years of age

When do members receive the HOS?

The survey is conducted August to November. Members are asked to rate their last six months of care.

How are HOS results used?

HOS results affect CMS' Star Rating. The results are a measure of a Medicare Advantage's plan effectiveness. They provide guidance on how to improve plans and maintain valuable plan benefits.



What the HOS Covers

The survey covers health care topics our members may discuss with you, such as:

Improving or maintaining physical health

Physical health includes conditions our members may have, as well as:

- How they manage pain
- How easy it is for them to perform daily activities
- How easy or difficult it is for them to move

Improving or maintaining mental health

Mental health can include any changes in energy levels, mood swings or sleeping patterns. Consider talking with our members about how mental health can affect physical health. Complete a standard depression screening with members, such as the Patient Health Questionnaire with Nine Questions (PHQ-9). If the screening is positive, recommend follow-up with a provider trained to evaluate depression.

Monitoring physical activity

Physical activity can help improve mobility and balance, reduce the risk for falls and control blood sugar and blood pressure levels. Consider talking with our members about activities they can perform and community options for activity, such as local fitness centers or Silver Sneakers®.

Improving bladder control

Encourage our members to tell you if they are having urine leakage issues, which can increase with age. Discuss options to improve bladder control.

Preventing falls

Every year, 3 million Americans 65 and older are treated in emergency departments for a fall, according to the [Centers for Disease Control and Prevention](#). Talk with our members about fall risks and prevention, such as:

- Keeping items they frequently use in easy reach
- Installing handrails on stairs and grab bars next to toilets and in showers
- Cleaning up spills right away, and not leaving items on the floor.

**Learn more about the HOS
on the CMS website:**



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