



Health Outcomes Survey

The CMS *Health Outcomes Survey (HOS)* gathers patient-reported health outcomes from members enrolled in Medicare Advantage plans. The goal is to support quality improvement activities and improve the overall health of members. Increased awareness of all *HOS* measures can help guide provider interactions with their patients and positively impact *HOS* results. Three of the *HOS* measures are included in the Medicare Part C Star Ratings. The *HOS* affects 3% of a plan's Star Rating.

HOS measures included in the Medicare Part C Star Ratings:

- Management of Urinary Incontinence in Older Adults (MUI)
- Physical Activity in Older Adults (PAO)
- Fall Risk Management (FRM)

CMS uses the Medicare *HOS 3.0* questionnaire, which is then case-mixed and risk adjusted.



For more information, visit
<https://hosonline.org>.

Your role in the HOS:

- Ensure that your patients have access to regular appointments.
- Consistently provide timely care and follow up.
- Talk with your Medicare Advantage-eligible patients about hard issues, such as mental health status, bladder control, and physical activity.
- Pay attention to language, literacy, or cultural barriers.
- Ensure high-quality communication and address complaints.

<https://www.bluecrossnc.com/providers/blue-medicare-providers/healthy-blue-medicare>

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