

Understanding Your Role in the Health Outcomes Survey

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What is the Health Outcomes Survey (HOS)?

The Medicare Health Outcomes Survey (HOS) measures a health plan's success in improving and maintaining the functional status of patients ages 65 and older. HOS is an annual survey that is sent to a random sample of Medicare patients from July through November. The same patients are surveyed again two years later to assess changes in health status. The survey is used to measure a patient's perception of their physical and mental health and overall quality of life. HOS results impact Centers for Medicare & Medicaid Services (CMS) Star Ratings.



Improving your HOS scores enhances patient care and satisfaction, while boosting your professional standing with CMS.

THE HEALTH OUTCOMES SURVEY MEASURES:



Improving or Maintaining Physical Health



Improving or Maintaining Mental Health



Physical Activity in Older Adults



Management of Urinary Incontinence



Fall Risk Management

Ways You Can Support HOS Measures with Your Patients

- ✓ **Familiarize yourself with HOS measures.** Contact your health plan representative for more resources.
- ✓ **Discuss HOS measures above** at every visit with patients ages 65 and older.
- ✓ **Advise on ways to improve health and physical functioning** through appropriate activities or treatments.
- ✓ **Encourage openness about health issues** like bladder control and fall risks.
- ✓ **Provide a pre-visit checklist** for comprehensive discussions.
- ✓ **Ensure timely appointments** for patients.
- ✓ **Refer patients to health plan resources** like their Welcome Kit or member portal.

For more than 20 years, Wellcare has offered a range of Medicare products, which offer affordable coverage beyond Original Medicare. Beginning Jan. 1, 2022, our affiliated Medicare product brands, including Allwell, Health Net, Fidelis Care, Trillium Advantage, and 'Ohana Health Plan transitioned to the newly refreshed Wellcare brand. If you have any questions, please contact Provider Relations.



By Allwell
By Fidelis Care
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By 'Ohana Health Plan
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