



Understanding Your Role in the Health Outcomes Survey

The Centers for Medicare & Medicaid Services (CMS) *Health Outcomes Survey (HOS)* gathers patient-reported health outcomes from members enrolled in Medicare Advantage plans to support quality improvement activities and improve the overall health of members.

Increased awareness of all *HOS* measures can help guide your provider interactions with your patients and positively impact *HOS* results and can help impact your Medicare Star rating. Selected patients will begin receiving the survey at the end of July with data collection happening through November.



HOS Measures included in Medicare Part C Star Ratings

Management of Urinary Incontinence in Older Adults (MUI)

Physical Activity in Older Adults (PAO)

Fall Risk Management (FRM)

Improving or Maintaining Physical Health

Improving or Maintaining Mental Health



Your Role in the HOS

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





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



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