

Medicare HOS Survey Provider Tips Sheet

OVERVIEW

The Medicare Health Outcome Survey (HOS) is a patient-reported outcomes measure used in Managed Care Organizations (MCO's). All MCO's with Medicare members must participate and results are utilized in the plan's Star Ratings. The HOS measures utilized in Stars ratings are:

- » Improving or Maintaining Physical Health
- » Improving or Maintaining Mental Health
- » Management of Urinary Incontinence in Older Adults
- » Physical Activity in Older Adults
- » Fall Risk Management

HOW YOU CAN HELP

1. Encourage your patients to schedule an Annual Wellness Visit (Annual Wellness Visit).

- AWVs are a valuable opportunity to discuss important health topics that will be covered on the HOS survey, identify care gaps, review preventive health needs, and support better long-term outcomes for Medicare patients.
- A simple recommendation from a trusted provider can significantly increase patient participation and contribute to improved quality and care coordination.

2. Talk to them about the HOS survey question topics:

Examples include:

- Asking about their physical activity and the health benefits of staying active.
- Asking if they have pain and if it is affecting their ability to complete daily activities.
- Asking if physical or emotional problems have interfered with social activities
- Asking if they have any trouble holding their urine and/or urine leakage
- Asking if they have recently fallen or have problems with balance or walking

3. Refer members to DHMP Care Management team:

If members have concerns about the above topics, please refer them to our Care Management team at DHMPCC@dhha.org.

HELPFUL RESOURCES

DHMP Bladder Control resource:
[Treating Urinary Incontinence | Denver Health Medical Plan](#)

DHMP Fall Prevention resource:
[Preventing Falls | Denver Health Medical Plan](#)