



Health Outcomes Survey (HOS) Tip Sheet

What is the CMS Star Rating Program?

CMS uses a five-star quality rating system to measure the experiences Medicare beneficiaries have with their health plan and health care system – the Star Rating Program. Health plans are rated on a scale of 1 to 5 stars, with 5 being the highest. These ratings are then published on the Medicare Plan Finder at www.medicare.gov to raise the quality of care for Medicare beneficiaries, strengthen beneficiary protections and help consumers compare health plans more easily.

Measure Description

Weight:1

Improving or Maintaining Physical Health:

Percentage of sampled Medicare enrollees 65 years of age or older (denominator) whose physical health status was the same or better than expected (numerator).

Improving or Maintaining Mental Health:

Percentage of sampled Medicare enrollees 65 years of age or older (denominator) whose mental health status was the same or better than expected (numerator).

Monitoring Physical Activity:

Percent of senior plan members who discussed exercise with their doctor and were advised to start, increase, or maintain their physical activity during the year.

Reducing the Risk of Falling:

Percent of plan members with a problem falling, walking, or balancing who discussed it with their doctor and received a recommendation for how to prevent falls during the year.

Improving Bladder Control:

Percent of plan members with a urine leakage problem in the past 6 months who discussed treatment options with a provider.

Measure Source

- HOS Survey Results.
- Annual survey provided by Medicare that assesses patient’s self-reported health and their health plan.
 - Follows the same subset of members for 2 years to track improvements and outcomes.

Data Time Frame:

- 07/17 – 11/01.

Stars/Quality Specifications

Improving or Maintaining Physical Health:

Percentage of sampled Medicare enrollees 65 years of age or older (denominator) whose physical health status was the same or better than expected (numerator).

Improving or Maintaining Mental Health:

Percentage of sampled Medicare enrollees 65 years of age or older (denominator) whose mental health status was the same or better than expected (numerator).



Monitoring Physical Activity:

Percentage of sampled Medicare members 65 years of age or older who had a doctor’s visit in the past 12 months (denominator) and who received advice to start, increase or maintain their level exercise or physical activity (numerator).

Reducing the Risk of Falling:

Percentage of Medicare members 65 years of age and older who had a fall or had problems with balance or walking in the past 12 months, who were seen by a practitioner in the past 12 months (denominator) and who received a recommendation for how to prevent falls or treat problems with balance or walking from their current practitioner (numerator).

Improving Bladder Control:

Percentage of Medicare members 65 years of age or older who reported having any urine leakage in the past six months (denominator) and who discussed treatment options for their urinary incontinence with a provider (numerator).

Strategies for Success

- Inquire about the patient’s current status on physical activity and mental health, falls and balance concerns, and bladder control.
- Advise the patient if they should start, increase, or maintain their level of physical activity.
- Offer culturally appropriate patient education on physical and mental health, fall prevention, and urine leakage management/exercises based on patient risk.
- Create reachable goals for the patient for their physical and mental health, fall prevention, and urine leakage management.
- Suggest using assistive aids such as a cane or walker if necessary for patient.
- Refer patient for vision or hearing test if necessary for patient.
- Refer patient to physical therapy if necessary for patient.
- For incontinence, refer patient to pelvic floor therapy or biofeedback if appropriate.
- Educate members on their individual medications and steps they can take to manage adverse effects such as dizziness, hypotension, mood changes, etc.
- Educate on importance of medication adherence.
- Discuss lifestyle modification changes.
- Encourage patients to utilize Hally videos/articles that outline how to manage their health in a variety of aspects. Hally also provides access to healthy recipes, fitness videos, and more: [Live Well - Hally Health](#)

Coding and Documentation Tips

Exclusions:

Improving or Maintaining Physical Health:

Contracts with less than 100 responses are suppressed.

Improving or Maintaining Mental Health:

Contracts with less than 100 responses are suppressed.

Monitoring Physical Activity:

-Members who responded, "I had no visits in the past 12 months".

-Members with evidence from CMS administrative records of a hospice start date.



Reducing the Risk of Falling:

- Members who responded, "I had no visits in the past 12 months".
- Members with evidence from CMS administrative records of a hospice start date.

Improving Bladder Control:

Members with evidence from CMS administrative records of a hospice start date.

If you have questions, please contact your provider relations specialist.