



Helpful Hints for Health Outcomes Survey

The annual Medicare Health Outcomes Survey (HOS) plays an important role in measuring performance and health outcomes. It is an anonymous and voluntary survey. HOS is currently worth 3% of the overall Star Ratings program from the Centers for Medicare & Medicaid Services. Below are some best practices to improve HOS and provide a 5-Star **Patient Experience**.

HOS – Recommended Actions

- 1. Know the HOS timeline**
A random sample of your Medicare Advantage (MA) patients are mailed the survey. The same people will be surveyed again two years later.
- 2. Keep a checklist with [HOS-related questions](#)**
This checklist should be discussed with patients during each visit. They should complete it in the waiting room prior to their visit or during their visit with you.
- 3. Know the health plan benefits available to your patients that impact HOS**
Please see the last page to see benefits available.
- 4. Understand the HOS Star measures and questions to ask your patients.**

HOS – Measurements

Improving or Maintaining **Physical Health**



A measure of patients whose physical health was the same or better than expected after two years.

- Ask patients if they have pain, and if it is affecting their ability to complete daily activities. Identify the patient’s goals, and ways to improve their pain problem.
- Determine if your patient could benefit from a consultation with a pain specialist, rheumatologist, or other specialist.
- Consider physical therapy, cardiac, or pulmonary rehab when appropriate.

Improving or Maintaining **Mental Health**



A measure of patients whose mental health was the same or better than expected after two years.

- Incorporate annual depression screening into visits, such as PHQ-2 or PHQ-9.
- Discuss options for therapy with a mental health provider when appropriate.
- Develop a plan with your patient to take steps to improve mental health.
 - Schedule a check-in to discuss progress on this plan.
- Consider a hearing test when appropriate as loss of hearing can feel isolating.

HOS – Measurements

Monitoring Physical Activity



A measure of patients indicating that their doctor discussed exercise with them, and the patient was advised to start, increase, or maintain their physical activity during the year.

- Talk to patients about their physical activity and health benefits of staying active.
- Develop a plan with your patient to take steps to start or increase physical activity. Offer suggestions based on the patient's physical ability, interests, and access.
 - Schedule a check-in to discuss progress on this plan.
- Offer ideas where patients can engage in activities such as senior classes at the Area Agency on Aging, YMCA, and community centers to increase social interaction.
- Educate members on their fitness benefit with Blue Cross® Blue Shield® of Arizona – SilverSneakers®.
- Refer patients with limited mobility to physical therapy to learn safe and effective exercises.

Improving Bladder Control



A measure of patients with a urine leakage problem in the last 6 months and the patient discussed treatment options with a provider.

- Ask patients if they have any trouble holding their urine.
- If yes, communicate that urinary leakage problems can be common as we grow older, but there are treatments that can help. Discuss potential treatment options such as behavioral therapy, exercises, medications, and medical devices.
- Use informational brochures and materials as discussion starters for this sensitive topic.

Reduce the Risk of Falling



Measure of patients with a problem falling, walking, or balancing and the patient reports discussing it with their provider and received a recommendation for how to prevent falls during the year.

- Ask patients:
 - Did you have a fall in the past 12 months?
 - Have you had a problem with balance or walking?
- Promote exercise, physical therapy, durable medical equipment such as walkers or canes, and strengthening and balance.

Thank you for your continued excellence in coordinating care for your patients. You are a valued partner of Blue Cross Blue Shield of Arizona.



2024 HOS-Related Benefits

HOS Measure	Benefit	Benefit Details																		
Physical Activity 	SilverSneakers®	<ul style="list-style-type: none"> • Access a membership at participating fitness centers • Join SilverSneakers live virtual classes and workshops throughout the week on SilverSneakers.com • Take SilverSneakers On-Demand fitness classes available 24/7 on SilverSneakers.com • Download the SilverSneakers GO mobile app with adjustable workout plans and more • Sign up today at SilverSneakers.com/StartHere or by calling 1-888-423-4632 (TTY: 711) Monday through Friday, 8 a.m. to 8 p.m. ET. 																		
	Over-the-Counter (OTC)	<ul style="list-style-type: none"> • Order OTC items related to physical activity at azbluebenefits.com or by calling 602-313-7135/1-888-267-9046, TTY:711, Monday – Friday, 8 am – 4:30 pm. <table border="1"> <thead> <tr> <th>Item #</th> <th>Description</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>868</td> <td>Adjustable Wrist/ Ankle Weights 1lb.</td> <td>\$20</td> </tr> <tr> <td>589</td> <td>Resistance Bands</td> <td>\$20</td> </tr> <tr> <td>293</td> <td>Pedometer</td> <td>\$10</td> </tr> <tr> <td>861</td> <td>Yoga Mat</td> <td>\$20</td> </tr> </tbody> </table>	Item #	Description	Price	868	Adjustable Wrist/ Ankle Weights 1lb.	\$20	589	Resistance Bands	\$20	293	Pedometer	\$10	861	Yoga Mat	\$20			
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Risk of Falling 	OTC	<ul style="list-style-type: none"> • Order OTC items related to fall prevention at azbluebenefits.com or by calling 602-313-7135/1-888-267-9046, TTY:711, Monday – Friday, 8 am – 4:30 pm. <table border="1"> <thead> <tr> <th>Item #</th> <th>Description</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>414</td> <td>Bath/Shower Mat, Non-Skid</td> <td>\$15</td> </tr> <tr> <td>456</td> <td>Bath/Shower Mat, Non-Skid Premium</td> <td>\$25</td> </tr> <tr> <td>1049</td> <td>Quad Cane</td> <td>\$30</td> </tr> <tr> <td>60</td> <td>Nightlight</td> <td>\$4</td> </tr> <tr> <td>1070</td> <td>Toilet Safety Rails</td> <td>\$50</td> </tr> </tbody> </table>	Item #	Description	Price	414	Bath/Shower Mat, Non-Skid	\$15	456	Bath/Shower Mat, Non-Skid Premium	\$25	1049	Quad Cane	\$30	60	Nightlight	\$4	1070	Toilet Safety Rails	\$50
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	Eye Exams	<ul style="list-style-type: none"> • One routine eye exam with a Davis Vision provider for \$0 																		
	Matter of Balance Community Classes	<ul style="list-style-type: none"> • No-cost program through Area Agency on Aging designed to reduce the fear of falling and increase activity levels among older adults • Find available classes and sign up by calling Area Agency on Aging at 602-264-4357, TTY: 711 																		