

Health Outcomes Survey (HOS)

Supporting Healthy Aging Through Meaningful Member Conversations

Purpose and Importance

The CMS Health Outcomes Survey measures Medicare Advantage members' perceptions of physical and mental health over time.

Small, proactive conversations can have a meaningful impact on a member's health outcomes. By addressing physical health, emotional well-being, mobility, bladder control and fall prevention, you can help members maintain independence and improve quality of life while supporting stronger HOS outcomes.

Note: HOS is based on member survey responses and does not have specific billing or reporting codes. Success depends on consistent care and proactive discussions that influence members' health perceptions and daily functioning.

What HOS Evaluates

HOS is administered to a sample of Medicare Advantage members and focuses on the member's self-reported health status, physical functioning, mental health, and quality of life. HOS reflects the member's perspective on health and daily functioning. You can influence these outcomes through routine interactions, preventive care and supportive follow-up.

Key Clinical Conversation Areas

Focus Area	Key Conversations
Physical health	Review health history, current concerns, labs, screening results, preventive care opportunities, chronic condition plans, and medication adherence.
Mental health	Screen for depression, anxiety, loneliness, and social isolation. Ask about stress, coping, social connection, and enjoyment of daily activities.
Physical activity and function	Assess ability to complete daily activities and ask about stamina, strength, balance, mobility, and realistic physical activity goals.
Bladder control	Normalize urinary symptom discussions, evaluate possible causes and treatment options, and refer to specialists when clinically appropriate.
Fall risk	Screen for falls and fear of falling. Assess gait, balance, mobility, medication side effects, and home safety strategies such as grab bars, lighting, and trip-hazard removal.

HEDIS Tips and Best Practices

- Incorporate HOS-related discussions into annual wellness, chronic care, and preventive visits.
- Use standardized screening tools for depression, mobility limitations, bladder concerns, and fall risk when appropriate.
- Encourage shared decision-making, goal setting, and patient-centered care plans.
- Address social determinants of health that may affect physical health, mental well-being, independence, and quality of life.
- Reinforce healthy lifestyle behaviors, preventive care, chronic disease management, and medication adherence.
- Document member concerns, interventions, barriers, education, and follow-up plans in the medical record.
- Follow up on identified barriers that may affect daily functioning, safety, or independence.

Thank you for your partnership and commitment to improving the health and well-being of our Medicare Advantage members.