

What you should know about CAHPS and HOS quality measures

The Centers for Medicare & Medicaid Services (CMS) annually publishes the Medicare Part C and D Star Ratings, which assess the quality of health and drug services for patients enrolled in Medicare Advantage (MA) and prescription drug plans (PDPs or Part D plans). These ratings serve as a valuable resource for consumers exploring different MA plans.

The Star Ratings are integral to CMS' and Humana's shared commitment to prioritize patient needs. They encourage patients to collaborate with their health plans and healthcare providers to make informed healthcare decisions.

A key aspect of the Star Ratings is patient experience, encompassing measures related to patient feedback, complaints and access. This focus underscores CMS' dedication to serving Medicare beneficiaries by incorporating patients' evaluations of the care they receive from both their health plans and providers.

MA members can share their healthcare experiences through CMS-administered surveys, which significantly influence the Star quality rating assigned to an MA plan.

What are the CMS surveys?

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

The CAHPS survey is administered annually by CMS to assess patients' experiences with healthcare. The survey focuses on aspects of quality that patients are best qualified to evaluate, such as rating the quality of healthcare received and the ease of access to healthcare services. CMS selects a random sample of health plan members from eligible MA contracts to participate in the CAHPS survey each year. CAHPS is administered each year starting in March and ending in June.

More details on the CAHPS survey and how it applies to MA plans can be found at <https://ma-pdpcahps.org>.

Health Outcomes Survey (HOS)

The HOS assesses the ability of an MA organization to maintain or improve the physical and mental health of its members over time. A random sample of health plan members is selected from eligible MA contracts to participate in the HOS, which is administered each year starting in July and ending in November.

More details about HOS measures can be found at www.hosonline.org.

The importance of CAHPS and HOS survey results has increased significantly over the last few years as CMS continues to make patient experience a focal point. CAHPS and HOS ratings **now account for over 30% of the MA Star quality rating**. When these quality ratings improve, it's an indicator that your Humana-covered patients are voicing a positive opinion about their overall healthcare experience.

For healthcare providers interested in learning more about CAHPS and HOS, as well as Humana's Patient Experience survey, please register for one of our live-session webinars with the following link.

https://humana.zoom.us/webinar/register/WN_yN_nm09OQZGaizTA1y7tjw#/registration

What measures from CAHPS and HOS can healthcare providers impact?

Healthcare providers can help impact the following measures from CAHPS and HOS. Please see the CAHPS and HOS sections of the [Humana Quality Measure Guide](#) for more information about the measure-specific survey questions, as well as recommended best practices.

Annual Flu Vaccine (1x weight)

CAHPS measure that assesses the percentage of sampled Medicare enrollees who report they received an influenza vaccination between July of the prior year and the date on which they are responding to the CAHPS survey (March–June each year)

Getting Needed Care (2x weight)

CAHPS measure that assesses how easy it was for patients to get needed care and see specialists

Getting Appointments and Care Quickly (2x weight)

CAHPS measure that assesses how quickly patients were able to get appointments and care

Rating of Health Care Quality (2x weight)

CAHPS measure that assesses patients' view of the quality of the healthcare they received

Care Coordination (2x weight)

CAHPS measure that assesses how well patient care is coordinated, including whether or not doctors had the records and information they needed about patients' care and how quickly patients got their test results

Getting Needed Prescription Drugs (2x weight)

CAHPS measure that assesses how easy it is for patients to get the prescription drugs their doctor prescribed

Improving or Maintaining Physical Health (3x weight)

HOS measure that assesses the percentage of sampled Medicare enrollees 65 years of age and older whose physical health status was the same or better than expected after two years

Improving or Maintaining Mental Health (3x weight)

HOS measure that assesses the percentage of sampled Medicare enrollees 65 years of age and older whose mental health status was the same or better than expected after two years

Monitoring Physical Activity in Older Adults (1x weight)

HOS measure that assesses the percentage of sampled Medicare patients 65 years of age and older who had a doctor's visit in the past 12 months and who received advice to start, increase or maintain their level of exercise or physical activity

Improving Bladder Control (1x weight)

HOS measure that assesses the percentage of surveyed patients 65 years of age and older who reported having any urine leakage in the past six months and who discussed treatment options for their urinary incontinence with a provider

Reducing the Risk of Falling (1x weight)

HOS measure that assesses the percentage of Medicare patients 65 years of age and older who had a fall or had problems with balance or walking in the past 12 months and who received a recommendation for how to prevent falls or treat problems with balance or walking from their current practitioner

Resources that can help

Humana has created resources that can be valuable to healthcare providers and their patients.

Provider resources (not for patient use)

- [Screening and interventions to reduce the risk of falls](#) – The flyer outlines risk of falls screening guidance, risk factors and suggested interventions physicians can recommend for those risk factors.
- [Screening and management of UI in women](#) – The content of the flyer outlines recommended clinician guidance to managing urinary incontinence (UI) in female patients.
- [Screening and interventions for mental health](#) – This flyer was created to give providers guidance about screening options for depression and anxiety for their patients. In addition, it covers some best practices among common risk factors in the senior population and highlights Humana resources to assist providers' Humana-covered patients.

Patient resources

Contact your assigned Humana representative for more information on these resources.

- [Let's talk questionnaire](#) – This flyer can be used as a waiting room preassessment in physician offices. Patients can identify if they've recently had issues with balance, falls, bladder control, physical health or emotional health. There are also additional questions asking patients to evaluate their experience at the doctor's office and around other doctor visits. The completed preassessment can be brought back and used as a conversation starter with the healthcare provider.
- [Fall risk flyer](#) – The flyer can be handed out in physician offices to encourage patients to discuss the risk of falling with their healthcare provider. It also gives them tips on how to reduce their risk, such as wearing nonslip shoes, using a cane or walker and plugging in a night-light.
- [Bladder control brochure](#) – Bladder control brochure that encourages patients to discuss bladder control concerns with their healthcare provider.
- [Humana Community Navigator®](#) – This website allows providers to connect to utility services, food resources, housing support, transportation programs and more.
- [Humana Neighborhood Center®](#) – This website offers daily online virtual classes, such as cooking demos, crafts and meditation.

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