Survey asks Medicare patients to rate providers and health plans

Every year the National Committee for Quality Assurance (NCQA) measures Medicare Advantage (MA) members' perception of their own health and the quality of care they are provided through the Health Outcomes Survey (HOS). This survey provides NCQA with valid, reliable and clinically meaningful health status data from the MA program to use in quality improvement activities, pay for performance, program oversight, public reporting and to improve health.

Results of specific questions asked on the HOS survey are used by the Centers for Medicare and Medicaid Services (CMS) to determine Star Ratings for Security Health Plan and managed care organizations that have Medicare contracts.

Your patients (our MA members) are asked specific questions about their personal health. They are also asked to rate their own health and care they receive from their providers and Security Health Plan. Topics included on the HOS survey include physical activity, urinary incontinence and fall prevention. Some questions on the survey include: Does a member with urinary incontinence feel it interferes with activities of daily living? Did the member's provider ask them about urinary incontinence or offer treatment options?

Security Health Plan is committed to providing our members with education on these and many other topics throughout the year to support their overall health and wellness. We reach out to our members through direct mail and email with information on these important topics. Your patients (our members) may reach out to you about these specific topics.