

Health Outcomes Survey

Provider Tip Sheet

What is the Health Outcomes Survey (HOS)?

The HOS is a yearly random sample survey for Medicare Advantage members from The Centers for Medicare & Medicaid Services (CMS). The HOS evaluates how effective Medicare Advantage Organizations are in helping their members maintain or improve their physical and mental health. Information from this survey helps drive Medical Mutual's quality improvement activities.

As a member's interaction with their healthcare providers has a direct impact on how they respond to the HOS questions, we would like to partner with you in monitoring your patients' physical and emotional health.

Five HOS Measures

- 1 Improving or Maintaining Physical Health
- 2 Improving or Maintaining Mental Health
- 3 Monitoring Physical Activity
- 4 Improving Bladder Control
- 5 Reducing the Risk of Falling

Physical Health

When was the last time you asked your patient if their health status or pain limited their level of activity and provided a recommendation for support?

Questions to Ask Your Patient

- Does your health limit your daily activities like climbing a flight of stairs, pushing a vacuum, bowling or playing golf?
- Considering your physical health, do you accomplish less than you'd like at work or in your daily activities?
- How much does pain interfere with your activities in and out of the home?

Resources from Medical Mutual

- Consider a referral to **Medical Mutual's Care Navigation team** for help with community resources or socioeconomic barriers to care.
Toll free 1-877-480-3105, option 2
- Consider a referral to **Medical Mutual's Case Management** for help and support with complex medical needs.
Toll free at 1-800-258-3175, option 3
- Consider enrolling them in **Medical Mutual's Chronic Condition Management program** for education and support related to Diabetes, CAD, Hypertension, CHF, or COPD.
Toll free at 1-800-590-2583
- All Medical Mutual Medicare Advantage plan members have access to [SilverSneakers](#) at no additional charge to them. Virtual classes are available.

Mental Health

When was the last time you asked about your patient's emotional well-being and recommended ways to address depression, anxiety, or isolation?

Questions to Ask Your Patient

- Does depression or anxiety affect your work or daily activity?
- How often do you feel calm and peaceful, or downhearted and blue?
- How is your energy level?
- Is your physical or emotional health affecting your social activities?

Resources from Medical Mutual

- Medical Mutual can assist with referral to an in-network behavioral health specialist or geriatric assessment program.
 - For providers, call 1-800-362-1279
 - For Medicare Advantage members, call 1-800-982-3117
- Behavioral Health Case Management—to refer a member call 1-800-258-3175 or email BehavioralHealthDepartment@MedMutual.com.
- A Stitch membership is free as part of SilverSneakers. Visit [Stitch.net](https://www.stitch.net).

Monitoring Physical Activity

When was the last time you talked to your patient about physical activity or exercise and made a recommendation to start, increase, or maintain their physical activity?

Questions to Ask Your Patient

- Do you exercise regularly or take part in physical exercise?
- What types of activities do you enjoy?
- Would you be willing to start, increase or maintain your level of physical activity?

Resources from Medical Mutual

- Encourage your patient to take advantage of the *SilverSneakers fitness benefit*, which is included in their Medical Mutual Medicare Advantage plan at no additional cost. [SilverSneakers](https://www.silver Sneakers.com) offers community classes, online videos and the Go App. Virtual classes are available.

Improving Bladder Control

When was the last time you spoke to your patient about urinary incontinence and recommended options for treatment?

Questions to Ask Your Patient

- Have you experienced leaking of urine in the past 6 months? If so, how often?
- How has urinary incontinence affected your life, your daily activities, or interrupted your sleep?
- Have you ever tried anything to control or manage your leaking of urine?

Resources from Medical Mutual

- Medical Mutual can assist with identifying in-network providers specialty referrals.

Reducing the Risk of Falling

When was the last time you asked your patient about recent falls, problems with balance or walking, and provided a recommendation to help reduce falls?

Questions to Ask Your Patient

- Have you fallen to the ground or had issues with balance or walking in the past 12 months?
- What have you tried in the past to prevent a fall or to help with balance or walking?
- How is your vision? When was your last eye exam?

Resources from Medical Mutual

- Encourage your patients to enroll in the *SilverSneakers Balance Builder workshop*, available at no cost to them through their Medical Mutual Medicare Advantage plan.
- Medical Mutual Medicare Advantage members have a durable medical equipment benefit that covers 80% of the cost of equipment if purchased through a network provider.
- Medical Mutual offers assistance with referrals for physical therapy and vision testing.

Additional Resources

Physical Health

- Use standardized tools to regularly assess functional status and pain. The [Lawton-Brody Instrumental Activities of Daily Living Scale](#) and the [Katz Index of Independence in Activities of Daily Living](#) are options.

Source: The Hartford Institute for Geriatric Nursing, New York University, College of Nursing, [HIGN.org](#).

- Consider referrals to physical therapy or home health care if appropriate.
- Promote patient self-management, such as goal setting and action planning. A toolkit of resources for healthcare providers, including an *Action Plan form*, is available from the [Institute for Healthcare Improvement](#).

Mental Health

- Regularly assess patients for depression, anxiety or loneliness. Standardized assessment tools can be found at *The American Psychological Association*; [questionnaires](#) are available for assessment of depression.

Physical Activity

- Encourage use of low-cost resources such as parks, YMCA or other community resources.
- Support physical activity and offer resources for your patients to track their progress. [Free tracking tools](#) are available through the National Institute on Aging.

Urinary Incontinence

- Screen regularly for urinary incontinence.
- Assess the impact on daily life, such as social isolation and sleep.
- Make educational materials visible in office to prompt a conversation. The American Urological Association offers [free downloadable resources](#) you may print or order for your patients.
- Offer self-management resources like behavioral changes or exercises, if appropriate.

Falls

- Conduct routine screenings for fall risk; observe walking, getting in and out of a chair, and complete a fall risk assessment. [The Ohio Department of Aging](#) makes free resources available to healthcare providers, including assessment tools.
- Consider any medications or alcohol use that may cause dizziness or imbalance.
- Refer your patients to additional resources available to them free of charge through the [Steady U Ohio](#) program.
- Suggest a hearing test if appropriate.

For questions or more information, please contact the Medical Mutual Clinical Quality Department at 1-800-586-4523 or ClinicalQuality@Medmutual.com. You can also contact your Provider Contracting Representative.