



TO: All Programs of All Inclusive Care for the Elderly (PACE) Organizations  
FROM: HOS-M Project Team  
DATE: October 30, 2017  
RE: Medicare Health Outcomes Survey-Modified 2018 Administration

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The Centers for Medicare & Medicaid Services (CMS) has contracted with the National Committee for Quality Assurance (NCQA) to oversee the administration of the Medicare Health Outcomes Survey-Modified (HOS-M) for Programs of All Inclusive Care for the Elderly (PACE). A CMS-approved survey vendor, DataStat, Inc., will conduct HOS-M in 2018 on behalf of PACE programs. CMS has also contracted with RTI International (RTI) to provide additional survey support in the administration of HOS-M, as well as data analysis.

HOS-M is an abbreviated version of the Medicare Health Outcomes Survey (HOS), which CMS uses to assess participant physical and mental health functioning. CMS uses the HOS-M to evaluate program participants using limitations on activities of daily living (ADL) to generate information for frailty payment adjustment.

This memo includes the information your organization needs to comply with 2018 CMS HOS-M reporting requirements. This document is organized as follows:

- Reporting Requirements.
- Contracting With the CMS-approved Survey Vendor.
- Survey Administration.
- Sampling Process.
- Contact Information.
- Attachment 1—List of PACE Programs Required to Report HOS-M.

### **Reporting Requirements**

All PACE programs with Medicare contracts in effect on or before January 1, 2017, and with enrollment of at least 30 beneficiaries as of October 2017, are required by CMS to administer HOS-M in 2018.

### **Contracting with the CMS-approved Survey Vendor**

DataStat, Inc. is the CMS-approved survey vendor for administering HOS-M in 2018. Each PACE program must contract directly with DataStat, Inc., to administer HOS-M. PACE programs are responsible for having survey vendor contracts in place no later than **Monday, January 8, 2018**.

DataStat, Inc.'s contact information is:

Ellen Johnson  
DataStat, Inc.  
3975 Research Park Dr.  
Ann Arbor, MI 48108  
Phone: (734) 994-0540 x158  
Email: [ejohnson@datastat.com](mailto:ejohnson@datastat.com)

When contracting with DataStat, Inc., please keep in mind that PACE programs must cover the cost of survey administration.

The HOS-M Project Team closely monitors survey vendor performance as the survey progresses by reviewing survey vendor mailing materials and telephone scripts, requiring survey vendor progress reports, monitoring telephone interviewing, and performing site visits. The HOS-M Project Team also assesses survey vendor performance against both the *2018 Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.2* and the survey vendor's Quality Assurance Plan (QAP). The QAP documents all systems used to implement HOS-M, including telephone interviewing systems, data backup systems, and data security. The QAP also documents the process that the survey vendor uses to administer mailings and follow-up to respondents.

### **Survey Administration**

HOS-M will be administered from April through July 2018. PACE programs, depending on the size of their enrollment, will be required to provide information prior to survey administration, including contact information for each participant and up to two of their family contacts or other caregiver contacts.

RTI will draw the sample for 2018 HOS-M. To develop the sample frame, RTI works with PACE programs to verify mailing and enrollment information for program enrollees and to collect data for potential survey proxies. PACE programs should submit this information to RTI by **Monday, January 8, 2018**. RTI will hold an orientation webinar with programs on November 15, 2017 to provide an overview of the 2018 survey administration process. Programs will receive information directly from RTI about the webinar. If you have any questions for RTI, please contact:

Rebekah Love  
RTI International  
Phone: (919) 485-5766  
Email: [rlove@rti.org](mailto:rlove@rti.org)

### **Sampling Process**

The sample size for 2018 survey administration will be 1,200 for PACE programs with at least 1,200 participants. For smaller PACE programs, the entire eligible enrollment is included.

#### ***Programs with populations of $\geq 1,200$ participants***

1,200 eligible program participants are randomly selected for HOS-M. Programs provide a list of those members who have become permanent nursing home residents, to be excluded from the survey process. Programs will need to append telephone numbers for each selected participant to a file provided by DataStat, Inc.

#### ***Programs with populations of $< 1,200$ participants***

All eligible participants are included in the sample. Programs will need to create a detailed contact list for all eligible participants.

### **Contact Information**

Please direct questions to the HOS-M Project Team at [hos@ncqa.org](mailto:hos@ncqa.org).

### **Attachment**

Attachment 1 is a list of PACE programs required to report HOS-M in 2018. If you believe that there are errors in this list, please contact the HOS-M Project Team at [hos@ncqa.org](mailto:hos@ncqa.org). We look forward to working with your organization on this important endeavor.

## ATTACHMENT 1

### Programs Required to Administer HOS-M in 2018

| Contract ID | Contract Name                                      | Organization Name                                 |
|-------------|--|---|
| H0105       | THE METHODIST OAKS                                 | The Methodist Oaks d.b.a. The Oaks PACE           |
| H0112       | MORSE LIFE HOME CARE, INC.                         | Palm Beach PACE                                   |
| H0216       | PACE IOWA  | Immanuel Pathways Iowa                            |
| H0390       | PACE OF SOUTHWEST MICHIGAN, INC.                   | PACE of Southwest Michigan                        |
| H0477       | SERENITY CARE, INC.                                | Serenity Care PACE                                |
| H0542       | ALTAMED HEALTH SERVICES CORPORATION                | AltaMed Health Services Corporation               |
| H0613       | TOTAL LONGTERM CARE, INC.                          | InnovAge Colorado PACE                            |
| H0809       | MERCY LIFE, INC.                                   | Mercy LIFE  |
| H0819       | SENIOR LIFE YORK, INC.                             | York County PACE                                  |
| H0839       | VOANS SENIOR COMMUNITY CARE OF NORTH CAROLINA, INC | Senior CommUnity Care of North Carolina           |
| H1043       | FLORIDA PACE CENTERS, INC.                         | Florida Pace Centers, Inc.                        |
| H1234       | LIFE ST. FRANCIS                                   | LIFE St. Francis                                  |
| H1239       | INNOVAGE VIRGINIA PACE-ROANOKE VALLEY, LLC         | InnovAge Virginia PACE-Roanoke Valley             |
| H1310       | COMPREHENSIVE SENIOR CARE CORPORATION              | CentraCare  |
| H1357       | CAROLINA SENIORCARE                                | Carolina SeniorCare                               |
| H1500       | LIFE ST. JOSEPH OF THE PINES, INC.                 | LIFE St. Joseph of the Pines                      |
| H1518       | CATHOLIC HEALTH SYSTEM BUFFALO PACE                | Catholic Health LIFE                              |
| H1533       | STAYWELL SENIOR CARE, INC.                         | StayWell Senior Care                              |
| H1714       | VIA CHRISTI HEALTHCARE OUTREACH FOR ELDERS, INC.   | Via Christi HOPE                                  |
| H1904       | PACE GREATER NEW ORLEANS                           | Pace Greater New Orleans                          |
| H2064       | GEISINGER COMMUNITY HEALTH SERVICES                | LIFE Geisinger                                    |
| H2109       | THE JOHNS HOPKINS HEALTH SYSTEM CORPORATION        | Hopkins ElderPlus                                 |
| H2218       | HARBOR HEALTH SERVICES, INC.                       | Elder Service Plan of Harbor Health Services, Inc |
| H2219       | FALLON COMMUNITY HEALTH PLAN                       | Summit ElderCare or Fallon Health                 |
| H2220       | UPHAMS CORNER HEALTH COMMITTEE, INC.               | Uphams Corner Health Committee, Inc.              |
| H2221       | CAMBRIDGE PUBLIC HEALTH COMMISSION                 | Elder Service Plan of Cambridge Health Alliance   |
| H2222       | ELEMENT CARE, INC.                                 | Element Care, Inc                                 |
| H2223       | ELDER SVC PLN/E BOSTON HEALTH CENTER               | Elder Svc Pln/E Boston Health Center              |
| H2318       | PACE SOUTHEAST MICHIGAN                            | PACE Southeast Michigan                           |

| <b>Contract ID</b> | <b>Contract Name</b>                           | <b>Organization Name</b>                           |
|--------------------|--|--|
| H2386              | APPALACHIAN AGENCY FOR SENIOR CITIZENS, INC.   | Appalachian Agency for Senior Citizens, Inc,       |
| H2537              | SPIRITTRUST LUTHERAN LIFE                      | SpiriTrust Lutheran LIFE                           |
| H2815              | VOANS SENIOR COMMUNITY CARE OF COLORADO, INC   | Senior CommUnity Care of Colorado                  |
| H2835              | THE CASCADE PACE, INC.                         | Thome PACE   |
| H2936              | LIFECIRCLES                                    | LIFECIRCLES  |
| H2937              | SENIOR LIFE GREENSBURG, INC.                   | Westmoreland county PACE                           |
| H2941              | SENTARA LIFE CARE CORPORATION, INC             | Sentara PACE                                       |
| H2992              | SENIORLIFE WASHINGTON, INC.                    | Senior LIFE Washington / Uniontown / Green         |
| H3060              | VIECARE BUTLER, LLC                            | LIFE Butler County                                 |
| H3321              | LORETTO INDEPENDENT LIVING SERVICES, INC.      | Independent Living Srvcs Of Central Ny             |
| H3322              | SENIOR CARE CONNECTION, INC.                   | Eddy SeniorCare                                    |
| H3329              | CENTERLIGHT HEALTHCARE, INC.                   | CenterLight TeamCare                               |
| H3331              | INDEPENDENT LIVING FOR SENIORS, INC.           | ElderONE an Affiliate of Rochester Regional Health |
| H3430              | SUNCOAST PACE, INC.                            | Suncoast PACE, Inc.                                |
| H3473              | CHARLOTTESVILLE AREA RETIREMENT SERVICES, INC. | Blue Ridge PACE                                    |
| H3493              | LIFE AT LOURDES, INC.                          | LIFE at Lourdes                                    |
| H3517              | HUMBOLDT SENIOR RESOURCE CENTER, INC.          | Redwood Coast PACE                                 |
| H3613              | MCGREGOR PACE                                  | McGregor PACE                                      |
| H3809              | PROVIDENCE HEALTH & SERVICES - OREGON          | Providence ElderPlace Portland                     |
| H3908              | TRINITY HEALTH LIFE PENNSYLVANIA, INC.         | Mercy LIFE - West Philadelphia                     |
| H3917              | PITTSBURGH CARE PARTNERSHIP, INC.              | Community LIFE                                     |
| H3918              | LIVING INDEPENDENCE FOR THE ELDERLY            | LIFE Pittsburgh                                    |
| H3919              | ST. AGNES CONTINUING CARE CENTER               | Mercy LIFE   |
| H3925              | PENNSYLVANIA PACE, INC.                        | Senior LIFE Johnstown                              |
| H3942              | ELDERHAUS INC.                                 | Elderhaus PACE                                     |
| H4000              | MEMORIAL HOSPITAL OF LARAMIE COUNTY            | Wyoming PACE                                       |
| H4053              | GREENVILLE HEALTH SYSTEM                       | GHS Senior Care                                    |
| H4074              | MERCY LIFE OF ALABAMA                          | Mercy LIFE of Alabama                              |
| H4105              | PACE ORGANIZATION OF RHODE ISLAND              | PACE Organization Of Rhode Island                  |
| H4118              | THE WASHTENAW PACE                             | Huron Valley PACE                                  |
| H4142              | CHEROKEE NATION COMPREHENSIVE CARE AGENCY      | Cherokee Elder Care                                |
| H4203              | PALMETTO HEALTH ALLIANCE                       | Palmetto SeniorCare PACE                           |
| H4235              | SENIOR TOTAL LIFE CARE, INC.                   | Senior Total Life Care                             |
| H4305              | TOTAL LIFE HEALTHCARE                          | Total Life Healthcare                              |
| H4326              | PACE @ HOME, INC.                              | PACE@Home  |

| <b>Contract ID</b> | <b>Contract Name</b>                           | <b>Organization Name</b>            |
|--------------------|--|-------------------------------------|
| H4393              | CATHOLIC MANAGED LONG TERM CARE, INC.          | ArchCare Senior Life                |
| H4402              | ALEXIAN BROTHERS COMMUNITY SERVICES            | Alexian Brothers Community Services |
| H4517              | AMARILLO MULTISVC CTR FR THE AGING INC         | The Basics at Jan Werner            |
| H4518              | BIENVIVIR SENIOR HEALTH SERVICES               | Bienvivir Senior Health Services    |
| H4714              | PACE OF THE SOUTHERN PIEDMONT, INC.            | PACE of the Southern Piedmont, Inc. |
| H4999              | THE LUTHERAN HOME FOR THE AGED                 | LIFE Northwestern Pennsylvania      |
| H5007              | PROVIDENCE HEALTH SYSTEM                       | Providence Health System            |
| H5037              | MOUNTAIN EMPIRE OLDER CITIZENS, INC.           | Mountain Empire PACE                |
| H5124              | FRANCISCAN ACO, INC.                           | Franciscan Senior Health & Wellness |
| H5167              | ROCKY MOUNTAIN HEALTH CARE SERVICES            | Rocky Mountain PACE                 |
| H5212              | COMMUNITY CARE, INC.                           | Community Care                      |
| H5213              | TOTAL COMMUNITY CARE, L.L.C.                   | InnovAge Greater New Mexico PACE    |
| H5403              | ON LOK SENIOR HEALTH SERVICES                  | On Lok Lifeways                     |
| H5405              | CENTER FOR ELDERS INDEPENDENCE                 | Center For Elders' Independence     |
| H5406              | SUTTER VALLEY HOSPITALS                        | Sutter SeniorCare PACE              |
| H5493              | LIFE AT ST. FRANCIS HEALTHCARE, INC.           | Saint Francis LIFE                  |
| H5610              | CARE RESOURCES                                 | Care Resources                      |
| H5629              | COMMUNITY ELDERCARE OF SAN DIEGO               | St. Paul's PACE                     |
| H5822              | MIDLAND CARE CONNECTION                        | Midland Care PACE                   |
| H5902              | SENIOR LIFE ALTOONA, INC.                      | Senior LIFE Ebensburg               |
| H5934              | HOPE HOSPICE AND COMMUNITY SERVICES, INC.      | Hope PACE                           |
| H5978              | SENIOR LIFE LEHIGH VALLEY, INC.                | Senior LIFE Lehigh Valley, Inc.     |
| H6059              | PACE OF GUILFORD AND ROCKINGHAM COUNTIES, INC. | PACE OF THE TRIAD                   |
| H6079              | TOTAL LONGTERM CARE, INC.                      | InnovAge California PACE            |
| H6188              | VIECARE ARMSTRONG, LLC                         | LIFE Armstrong                      |
| H6231              | FRANCISCAN PACE, INC.                          | PACE Baton Rouge                    |
| H6310              | INOVACARES                                     | InovaCares for Seniors              |
| H6342              | COMPLETE HEALTH WITH PACE                      | Complete Health with PACE           |
| H6371              | LUTHERAN SENIOR HEALTHCARE, INC.               | Lutheran Senior LIFE                |
| H6551              | LIFE ST. MARY                                  | LIFE St. Mary                       |
| H6596              | FALLON HEALTH WEINBERG, INC.                   | Fallon Health Weinberg-PACE         |
| H6787              | VOANS SENIOR COMMUNITY CARE OF MICHIGAN, INC.  | Senior Community Care of Michigan   |
| H6846              | COMMUNITY CAREPARTNERS, INC.                   | CarePartners PACE                   |
| H6887              | INSPIRA HEALTH NETWORK LIFE, INC               | Inspira Health Network LIFE         |
| H6941              | LIFE PACE                                      | LIFE PACE, INC.                     |
| H7003              | PACE NEBRASKA                                  | Immanuel Pathways Omaha             |

| <b>Contract ID</b> | <b>Contract Name</b>                              | <b>Organization Name</b>            |
|--------------------|---|-------------------------------------|
| H7114              | VALIR PACE FOUNDATION                             | Valir PACE Foundation               |
| H7195              | NORTHLAND PACE PROGRAM                            | Northland PACE Senior Care Services |
| H7501              | ORANGE COUNTY HEALTH AUTHORITY                    | CalOptima PACE                      |
| H7660              | VIECARE BEAVER, LLC                               | LIFE Beaver and Lawrence Counties   |
| H7855              | BRANDMAN CENTERS FOR SENIOR CARE, INC.            | Brandman Centers for Senior Care    |
| H8096              | CENTRA HEALTH, INC.                               | Centra PACE                         |
| H8424              | SIOUXLAND PACE, INC.                              | SIOUXLAND PACE, INC.                |
| H8655              | RIVERSIDE RETIREMENT SERVICES, INC.               | Riverside PACE                      |
| H8769              | GENESYS REGIONAL MEDICAL CENTER, INC.             | Genesys PACE of Genesee County      |
| H8777              | COMPLETE SENIOR CARE, INC.                        | Complete Senior Care                |
| H8800              | TOTAL SENIOR CARE, INC.                           | Total Senior Care, Inc.             |
| H9068              | ALBRIGHT CARE SERVICES                            | ALBRIGHT CARE SERVICES              |
| H9185              | A&D CHARITABLE FOUNDATION, INC.                   | Great Lakes PACE                    |
| H9266              | PIEDMONT HEALTH SERVICES, INC.                    | Piedmont Health SeniorCare          |
| H9323              | ACUTE CARE HEALTH SYSTEM, LLC                     | Beacon of LIFE                      |
| H9438              | BLUESTEM PACE, INC.                               | Bluestem PACE                       |
| H9592              | CENTRAL VALLEY MEDICAL SERVICES CORPORATION       | Fresno PACE                         |
| H9616              | CENTRO DE SALUD DE LA COMUNIDAD DE SAN YSIDRO     | San Diego PACE                      |
| H9830              | NEWCOURTLAND LIFE PROGRAM                         | NewCourtland LIFE Program           |
| H9842              | SAINT JOSEPH PACE                                 | Saint Joseph PACE                   |
| H9998              | LUBBOCK REGIONAL MENTAL HEALTH MENTAL RETARDATION | Silver Star                         |