

HOS QAG Addendum

The following table outlines updates made to the 2019 *Medicare HOS Quality Assurance Guidelines and Technical Specifications V2.3 (QAG)*, effective immediately. Please note that all revisions and clarifications presented in this addendum supersede the previous specifications in the HOS QAG. Please contact the HOS Project Team at hos@ncqa.org if you have any questions.

| HOS QAG Section | Update | | | | | | | | |
|--|---|-------------------|--|------|------------|-----------|--|--|-------------------|
| Program Requirements, Roles and Responsibilities | <p>Revised (page 8): All returned surveys received up to three calendar business days prior to the Interim Data File submission due date must be processed and included in the Interim Data File submission.</p> | | | | | | | | |
| Data Collection Protocol, 2019 Data Collection Schedule | <p>Revised (page 20): Table 2. Data Collection Tasks</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d9e1f2;">Task</th> <th style="background-color: #d9e1f2;">2019 Dates</th> <th style="background-color: #d9e1f2;">Timeframe</th> </tr> </thead> <tbody> <tr> <td> Submit interim data files to the HOS Project Team. <ul style="list-style-type: none"> • Survey vendors may begin to submit data on June 26 but must submit all interim data files by June 28 via the HOS Data Submission System. • All survey data received up to three calendar business days prior to the interim data submission due date must be processed and included in the interim data files. </td> <td style="text-align: center; vertical-align: top;"> Wednesday, June 26– Friday, June 28 </td> <td style="text-align: center; vertical-align: top;"> Days 84–88 </td> </tr> </tbody> </table> | | | Task | 2019 Dates | Timeframe | Submit interim data files to the HOS Project Team. <ul style="list-style-type: none"> • Survey vendors may begin to submit data on June 26 but must submit all interim data files by June 28 via the HOS Data Submission System. • All survey data received up to three calendar business days prior to the interim data submission due date must be processed and included in the interim data files. | Wednesday, June 26– Friday, June 28 | Days 84–88 |
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| Data Collection Protocol, Mail Protocol | <p>Revised (page 35): <i>Data Receipt of Questionnaires Completed by Mail</i> Survey vendors may use key entry or scanning technology to capture survey data. Survey vendors track returned questionnaires by date of receipt and scan or “wand” all returned surveys within 24 hours of receipt, to designate them as “received,” and record the date of receipt in the SMS. Survey vendors must process and enter/scan data within three calendar business days of receipt. Survey vendors integrate receipt of returned questionnaires with the SMS to ensure that the proper disposition code is assigned to reflect the relevant processing stage for each sampled member.</p> | | | | | | | | |
| Data Collection Protocol, Mail Protocol | <p>Revised (page 35): <i>Data Entry/Processing Guidelines</i> Survey vendors adhere to the following data entry guidelines. Survey vendors review each returned mail survey for legibility and completeness. For ambiguous responses, a coding specialist employs decision rules to code responses (see the <i>Data Coding</i> section). Survey vendors enter all member-level HOS data (i.e., member responses to the mail survey) from returned questionnaires into the survey vendor’s SMS within three calendar business days of receipt.</p> | | | | | | | | |

Addendum to the 2019 HOS *Quality Assurance Guidelines and Technical Specifications V2.3*

| HOS QAG Section | Update |
|---|---|
| Data Submission, Preparation for Data Submission | <p>Revised (page 72): During the data collection period, survey vendors will submit all survey data received up to three calendar business days prior to the interim data submission due date. Submitting interim data files allows survey vendors an opportunity to test their data cleaning and editing routines and the data submission process and correct any data file errors in advance of submitting final data files.</p> |
| Data Submission, Data Submission Process | <p>Revised (page 73): <i>Data File Submission Dates</i> Interim Data Files: Survey vendors submit interim data files by 11:59 PM Eastern Time on June 28, 2019. All survey data received up to three calendar business days prior to the interim data submission due date must be processed and included in the interim data files. Submitting interim data files will provide survey vendors an opportunity to test the data submission process and correct any data file errors before submitting the final data files.</p> |
| Appendix F: HOS 2019 Telephone Script, Programming of Survey Questions | <p>Revised (page F-2): Survey vendors will use the CMS Administrative Gender data in Field Position 232 of the Sample File Layout to program the survey with the correct pronouns throughout the proxy interview and skip the prostate cancer question for females. If speaking with a proxy and the proxy states the member’s gender in a way that does not match the CMS Administrative Gender variable, the survey vendor should have a process in place for using the correct member pronouns during the interview. Examples include programming an option to change the pronouns throughout the script, training interviewers to use a gender-neutral pronoun, or training interviewers to substitute pronouns with the member’s name.</p> |
| Appendix F: HOS 2019 Telephone Script, Electronic Telephone Interviewing Specifications | <p>Revised (page F-30): Added interviewer coding guidance for Question 35d to code as <9> NOT ASCERTAINED if the member or proxy respondent states that the member is female.</p> |