



# Medicare Health Outcomes Survey-Modified 2025 Survey Vendor Update Training

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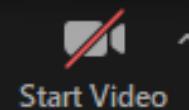
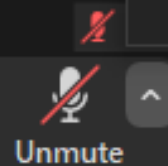
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# Medicare Health Outcomes Survey-Modified 2025 Survey Vendor Update Training



*March 20, 2025*



# Welcome and Introduction

**NCQA**

*Alyssa Hart, MPH  
HOS Project Director*

# 2025 HOS-M Survey Vendor Training Agenda

Time (ET)	Agenda Item	Presenter
3:00 – 3:05 p.m.	Welcome and Introduction	Alyssa Hart
3:05 – 3:20 p.m.	Overview of the HOS-M	Erik Krause
3:20 – 3:30 p.m.	PACE Sampling	Galina Khatutsky
3:30 – 3:50 p.m.	The HOS-M PACE and FIDE SNP Protocols	Nicole Herdzik
3:50 – 3:55 p.m.	Break	
3:55 – 4:10 p.m.	Data Coding and Submission	Jacky Chon
4:10 – 4:30 p.m.	Quality Oversight and Project Reporting	Courtney Utter
4:30 – 4:40 p.m.	Questions and Closing	Alyssa Hart
4:40 – 5:00 p.m.	Post-Training Test	



# Overview of the HOS-M

**NCQA**

Erik Krause, MPH, CHES  
*HOS Project Manager*

# Overview

- Introduction to the HOS-M
- HOS-M Primary Goals
- PACE vs. FIDE SNP
- HOS-M QAG Addendum and FIDE SNP QAG Addendum
- HOS-M Questionnaire and Telephone Script
- Survey Integrity and Data Use Agreement (DUA) Process

# Introduction to the HOS-M

- The Health Outcomes Survey-Modified (HOS-M) is an abbreviated version of the HOS
- Administered to vulnerable Medicare beneficiaries at greatest risk of poor health outcomes
- Administered to members of Programs of All Inclusive Care for the Elderly (PACE) and Fully Integrated Dual Eligible (FIDE) Special Needs Plans (SNP)
- Cross-sectional measure of mental and physical health

# HOS-M Primary Goals

- Gather valid, reliable, and meaningful data that are used to:
  - Estimate frailty and adjust payments for PACE organizations
  - Estimate frailty and adjust payments for FIDE SNPs based on the minimum PACE plan frailty
  - Provide metrics that allow plans to monitor the health of their enrollment and to target quality improvement activities for vulnerable subgroups



# HOS-M Results Disseminated to PACE Organizations

- HOS-M survey results are reported to PACE organizations in the Medicare HOS-M Report
- Beneficiary level HOS-M data files are distributed to PACE organizations after they are requested from HOS Technical Support at [hos@hsag.com](mailto:hos@hsag.com)
- Data dissemination schedule can be found on the HOS website ([www.hosonline.org](http://www.hosonline.org))

# PACE vs. FIDE SNP

	PACE	FIDE SNP
Telephone Protocol	6-12 telephone attempts; 6 telephone attempts to the member and 6 telephone attempts to the proxy	<p><b>Five</b> telephone attempts to <b>each</b> available telephone number</p> <ul style="list-style-type: none"> <li>• After five attempts to a single number, no further call attempts are made to that telephone number</li> <li>• <b>Must</b> dial each available telephone number five times</li> </ul>
Sample	Random sample at the contract level	Random sample at the PBP level
Contact Information	Enhanced contact information of organizations with enrollment $\leq 1,200$	No enhanced contact information protocol
Disposition Codes	<ul style="list-style-type: none"> <li>• M37/T37 – Nonresponse: Refusal by proxy</li> <li>• M38/T38 – Nonresponse: gatekeeper refusal</li> <li>• M25/T25 – Ineligible: respondent removed from sample by RTI</li> </ul>	<ul style="list-style-type: none"> <li>• M25/T25 – Ineligible: respondent removed from sample</li> </ul>

# Quality Assurance Guidelines Addenda

- Survey vendors are required to follow the protocols and procedures in the *Medicare HOS Quality Assurance Guidelines and Technical Specifications V2.9 (QAG)*
- Reference the HOS-M QAG Addendum for additional requirements that apply specifically to HOS-M administration for PACE
- Reference the FIDE SNP QAG Addendum for additional requirements for administering HOS-M for FIDE SNP

# HOS-M Questionnaire

- Abbreviated version of the HOS
  - 19 total questions
- The HOS-M is comprised of
  - Veterans RAND 12-Item Health Survey questions
  - Activities of Daily Living questions
  - Other health questions about memory loss and difficulty controlling urination
  - Proxy questions (e.g., How did you help complete the survey?)

# HOS-M Telephone Script

- Telephone interviewers ascertain who is being interviewed at the beginning of the call
  - Questions 16, and if applicable, 17-19 are asked at the beginning
- Introduction language included for inbound telephone interviews
- Interviewer instructions and language included to address proxy HIPAA concerns

# HOS-M Telephone Script (Cont'd)

- Proxy script included for English, Spanish, and Chinese
  - Survey vendors must program systems to align with language in the member and proxy scripts

Electronic Telephone Interviewing System Specifications	
Member Script	Proxy Script
>Q1< In general, would you say your health is:	>Q1< In general, would you say [MEMBER NAME]'s health is:
<1> Excellent, <2> Very good, <3> Good, <4> Fair, or <5> Poor?	<1> Excellent, <2> Very good, <3> Good, <4> Fair, or <5> Poor?
<9> NOT ASCERTAINED	<9> NOT ASCERTAINED
[Q2]	[Q2]

# HOS-M Survey Integrity

- PACE organizations and HOS-M Vendors **MAY**:
  - Notify all members of a contract that they may be asked to participate in the 2025 HOS-M
- PACE organizations and HOS-M Vendors **MAY NOT**:
  - Attempt to influence members' responses to HOS-M survey questions in any way
- Encouraging participation without biasing the results is tricky
  - Please consult with the HOS-M Project Team rather than jeopardizing your clients' results by having them labeled as biased

# Permissible Staff Involvement - PACE

- PACE organizations received guidelines for permissible and impermissible PACE staff involvement in the HOS-M survey
- The guidelines were provided in a memo and are posted to the [HOS website](#)
- Email the HOS-M Project Team at [hos@ncqa.org](mailto:hos@ncqa.org) with questions, comments, requests, or concerns
  - Call to report/discuss urgent matters immediately and follow up with email
    - Alyssa Hart – HOS Project Director
    - Erik Krause – HOS Project Manager



# Annual DUA Process

- CMS-approved HOS-M survey vendors must execute the following steps in EPPE:
  - Verify only current staff and subcontractors are listed; update if needed.
  - Submit signed [DUA Addendums](#) for contract changes
  - Submit an update request to add **2025** data by **April 3, 2025**
- Submit fully-executed DUA to the HOS-M Project Team by **April 17, 2025**

# Questions?





# PACE Sampling

*RTI HOS-M*

*Galina Khatutsky*  
*HOS-M Task Lead*

# Overview

- Enrollment Criteria and Program Eligibility
- RTI's Role
- Sample Selection
- Sample File Layout
- Sample File Processing
- Death and Disenrollment Updates

# PACE Enrollment Criteria

- To qualify for PACE, beneficiaries must be 55 years and older, live in the community in a PACE service area, and be certified by the state to need a nursing home level of care

# Program Eligibility for HOS-M

- Every year, CMS determines which PACE organizations are eligible for HOS-M
- PACE organizations required to participate in 2025 HOS-M include all organizations with:
  - Medicare contracts in effect on or before January 1, 2024
  - At least 30 beneficiaries enrolled as of February 2025

# Enrollee Eligibility for HOS-M

- Frailty adjustment is applied only to Medicare members who are eligible for the survey
  - Community-residing, non-End Stage Renal Disease (ESRD) PACE enrollees, aged 55 or older
- PACE enrollees not eligible for HOS-M and not eligible for frailty adjustment:
  - Enrollees who are institutionalized (live in nursing homes long-term)
  - Enrollees who only have Medicaid, but not Medicare
  - Enrollees under age 55
  - Enrollees with ESRD

# RTI's Role

- Draws PACE sample from CMS enrollment files for the HOS-M
- Receives contact files for Medicare enrollees from small PACE organizations to provide information about potential proxies
- Verifies the enrollment periods and eligibility and combines the Medicare enrollment data with contact information provided by the PACE organizations to develop the HOS-M sample frame
- Periodically checks CMS enrollment data, removes enrollees who disenroll or pass away



# Collecting Data for Sampling

- PACE organizations follow different protocols to prepare for the HOS-M survey:
  - Small organizations generate up-to-date enrollee contact information for their Medicare enrollees to be used if proxies are needed
  - Large organizations are no longer required to provide any data

# PACE Organizations Participating in the 2025 HOS-M

- 157 PACE organizations will participate in the HOS-M in 2025
  - 147 are small organizations (<1,200 Medicare members) participating in the full HOS-M protocol
  - 10 are large organizations ( $\geq$ 1,200 Medicare members) participating in the limited HOS-M protocol

# Sample Data Elements Helpful for Survey Vendors

- Do enrollees receive their own mail?
- What is the enrollee's preferred language?
- Who are their primary contacts?

Field Description	Field Position Start	Field Position End	Field Length	Valid Values
Participant Primary Language	556	590	35	Primary Language
Participant Receives Own Mail	591	625	35	1 = Yes, Participant Receives Own Mail 2 = No, Participant Does Not Receive Own Mail <i>This field may also be left blank</i>
<i>Contact 1 First Name</i>	681	720	40	<i>First Name</i>

# PACE Sample File Layout

- CMS provides the Sample Layout document for the HOS-M PACE sample file to survey vendors
  - The sample file contains:
    - Names, contact information, and other variables for sampled members
- RTI appends proxy contact information provided by PACE organizations to the sample file developed by CMS
- When survey vendors generate HOS-M member-level data file, they should **NOT** include PACE organization-provided data elements that are indicated in italics
- The sample file variables are appended to the member-level data file by survey vendors and must be identical to the sample file
- Refer to **Appendix B** in the HOS-M QAG Addendum for the complete HOS-M PACE Sample File Layout

# Sample File Processing

- After collecting and cleaning data from PACE organizations, RTI conducts data quality checks:
  - After the PACE organization submits the data file, RTI will contact them if there are any errors or additional questions about specific elements in the data file, such as:
    - Incomplete or missing Medicare Beneficiary ID (MBI) numbers
    - Incomplete or missing addresses
    - Incomplete or missing phone numbers
    - Incorrect formatting of the initial file and misalignment of data

# Sample File Processing

- RTI has established a file transfer portal (FTP) site for plans to send and receive contact data quality check files
- The primary contact for each PACE organization has received from RTI a link to access the FTP site

# Quality Check Process

- After RTI has processed a PACE organization's file, RTI sends a quality check (QC) document of five random enrollees to be sure the submitted information on enrollees and their next of kin was aligned properly
- This file will be sent using RTI's FTP site
- PACE organizations are asked to review the five enrollee records against the original file submitted to RTI and their medical records for accuracy
- The purpose of the quality check is **NOT** to update information but to verify that the organization's information as submitted is correct (previously had misalignments)

# Death and Disenrollment Updates

- For deaths and disenrollments, RTI checks the Medicare database at three points in the survey cycle to remove these participants from the sample
- RTI generates a list of enrollees that are deceased or have disenrolled to be removed from the sample and sends it to NCQA
- NCQA distributes the death and disenrollment data files to the survey vendors on a timeline established by the HOS-M Project Team



# Questions?





# The HOS-M PACE and FIDE SNP Protocols

**NCQA**

*Nicole Herdzik, MPH  
HOS Project Analyst*

# Overview

- Data Collection Protocol and Timeline
- Administering HOS-M
- HOS-M PACE Protocol
- HOS-M FIDE SNP Protocol

# Data Collection Protocol

- Mixed mode data collection
- English, Spanish, Chinese, and Russian
  - Russian protocol: mail only

# Standardized Data Collection

- Survey vendors must use the standardized data collection protocol outlined in the HOS-M QAG Addendum and FIDE SNP QAG Addendum
- Standardized data collection ensures survey data collected across the CMS-approved HOS-M survey vendors are comparable
- Survey vendors may **NOT** change the wording or order of the survey questions, mailing materials, or telephone script

# Data Collection Timeline

Task	Date (2025)
Send Sample files to vendors	June 23
Mail prenotification letters	July 14
Open survey vendor customer support telephone and email	July 14
Open inbound electronic telephone interviewing	July 14
Mail first questionnaire	July 21

# Data Collection Timeline (Cont'd)

Task	Date (2025)
Mail reminder/thank-you postcard	July 28
First death and disenrollment file*	August 11
Mail second questionnaire	August 25
Second death and disenrollment file*	August 29
Mail second reminder/thank-you postcard	September 2
Conduct outbound telephone interviewing	September 15 – November 3

\* PACE only

# Data Collection Timeline (Cont'd)

Task	Date (2025)
Submit interim data files	September 30 – October 2
Third death and disenrollment file*	October 22
End data collection	November 3
Prepare and submit final data files	November 3 – November 17
<b>Final data files due</b>	<b>November 17</b>

\* PACE only



# Administering the HOS-M

- Sampled members are kept in the protocol until a final disposition code is achieved or the protocol is exhausted
  - All sampled members receive a prenotification letter and first questionnaire mailing
  - Members who return a completed questionnaire are removed from the remainder of the protocol
  - Members who do not respond must remain in the protocol unless the vendor receives a refusal or identifies the member as ineligible
    - In some cases, if a member is deemed ineligible, the vendor must attempt to obtain a proxy



# HOS-M PACE Protocol

# Protocol Paths

- Protocol path determined by language preferences
- Survey vendors assign the Protocol Path based on the *CMS Language Code* or *CMS Language Preference* flag in the sample file
  - If both flags are blank, then vendors should review the Participant Primary Language (*BeneLanguage*) variable provided

# Protocol Paths (Cont'd)

- Use of the Chinese and Russian questionnaires is optional for survey vendors
- If the survey vendor is not fielding the survey in Chinese or Russian, then attempt to have the member or proxy complete the survey in one of the survey vendor's approved languages

# Proxy Respondents

- Members are encouraged to respond
- Proxies can be family members, friends, caregivers, other responsible parties, program staff, or home staff
- **Facility or program staff should only serve as proxies at the request of the participant, family member, or other caregiver**
- No PACE staff should independently contact the survey vendor to provide answers to the HOS-M survey on behalf of any sampled member

# Proxy Respondents (Cont'd)

- Multiple proxy respondents may be included in the sample file

<b>Priority</b>	<b>Person to Survey</b>
First Priority	Member or first proxy if member does not receive his/her own mail.
Second Priority	Proxy recommended by the member.
Third Priority	Proxy contained in sample frames in the order listed.
Last Priority	Proxy recommended by another proxy.

# Members in a Common Facility

- If contacting a common facility where members reside, survey vendors may make calls to gatekeepers who may complete the survey at the member's request
  - Gatekeepers (i.e., a representative of an institution) are permitted to refuse to complete the survey on behalf of the member
  - A gatekeeper is not permitted to request that a member be added to the Do Not Survey (DNS) list and excluded from future surveys
- Survey vendors must document processes for contacting members in a common facility in their HOS-M QAPs

# Mail Protocol

- Refer to the HOS QAG for instructions on producing mail materials and requirements
- The HOS-M questionnaire is formatted in one column
- Survey vendors may include the PACE organization logo on outgoing letters and envelopes
- HOS-M mailing materials can be found in **Appendix C** of the HOS-M QAG Addendum



# Mail Material Updates

- **NEW:** Reminder/Thank-you Postcard must be 12-pt font or larger
- **NEW:** Letters may **not** have left or right margin sizes less than 0.75”
- **NEW:** Letters may **not** have top or bottom margin sizes less than 0.5”
- **NEW:** Margin sizes must be consistent across all letters; margins may differ between “CMS and Health Plan Logo” letters and “CMS Logo Only” letters
- **NEW:** Page numbers may be included centered on the bottom of each page (i.e., Page 1 or 1)
- **NEW:** Health Plan logos may **not** appear on prenotification envelopes or business reply envelopes

# Telephone Protocol

- For large PACE organizations, survey vendors will obtain telephone numbers by requesting full Medicare enrollment information from PACE organizations
  - Survey vendors may **NEVER** send the sample files to PACE organizations
- Small PACE organizations provide a telephone contact list to RTI prior to survey administration
- Survey vendors must obtain “second source” telephone numbers and document processes in QAP

# Telephone Attempts

- HOS-M PACE telephone protocol consists of a maximum of **12 telephone attempts**
  - First six attempts are made to the member
  - If member does not receive his/her own mail, first six attempts are made to the first proxy
  - Up to six telephone attempts may be made to proxies
- If member refuses to participate, do not contact proxies
- If proxy refuses, contact other proxies

# Telephone Specifications

- Program telephone interviewing systems using the HOS-M Telephone Specifications (**Appendix D** of the HOS-M QAG Addendum)



# **HOS-M FIDE SNP Protocol**

# Protocol Paths

- Protocol path determined by language preferences
- Survey vendors assign the Protocol Path based on the *CMS Language Code* or *CMS Language Preference* flag in the sample file

# Protocol Paths (Cont'd)

- Use of the Chinese and Russian questionnaires is optional for survey vendors
- If the survey vendor is not approved to field the survey in Chinese or Russian, then attempt to have the member or proxy complete the survey in one of the survey vendor's approved languages
- Reminder/thank-you postcards remain as part of the HOS-M protocol

# Proxy Respondents

- Members are encouraged to respond
- Proxies are permitted
- Must follow guidance in the HOS QAG for appropriate contact of proxies
- No proxy information is included in the sample file



# Mail Protocol

- Refer to the HOS QAG for instructions on producing mail materials and requirements
- HOS-M questionnaire is formatted in one column
- HOS-M mailing materials can be found in **Appendix C** of the FIDE SNP QAG Addendum

# Telephone Protocol

- Must follow HOS guidelines for telephone attempts
- Maximum of **five** telephone attempts to a single telephone number
  - After five attempts to a single number, no further attempts are made to that number
- If a second or third telephone number is available, survey vendors must dial these numbers
  - Each of these numbers must be attempted up to five times

# Telephone Protocol (Cont'd)

- Telephone attempts must occur on
  - Different times of day
  - Different days of the week
  - Different weeks (at least three calendar weeks)
  - 9 a.m. to 9 p.m. call window (member local time)
- The first call attempt must occur within the first 10 calendar days of dialing
- The fifth attempt must occur no sooner than 21 calendar days after the first call attempt
- Interviewers may not leave voicemail messages

# Telephone Specifications

- Program telephone interviewing systems using the HOS-M Telephone Specifications (**Appendix D** of the FIDE SNP QAG Addendum)

# Questions?



***Break***





# Data Coding and Submission

**NCQA**

*Jacky Chon, BS*  
*HOS-M Project Analyst*

# Overview

- File Specifications Review
- File Layouts
- Data Coding Guidelines
  - Decision Rules
  - Disposition Codes
  - Percentage Answered
- Data Submission Process
  - Prepare and Submit Data Files
  - Interim and Final Data Submission



# File Specifications Review

- Submit survey data in .txt file format
- Sample file data included in data submission files must match original sample file data
  - No changes or modifications permitted
- Two records
  - **Header Record:** Contract-level information
  - **Member-Level Record:** Member-level information
    - Sample File Layout
    - Survey File Record Layout

# File Layouts

- Provide field descriptions and specify field positions, field length, and valid values
- HOS-M PACE and HOS-M FIDE SNP use different sample file layouts
  - Review **Appendix B** of the QAG Addenda for the file layouts
- File Layouts:
  - Header Record Layout
  - Sample File Layout – PACE
  - Sample File Layout – FIDE SNP
  - Survey File Record Layout

# File Layout Changes

## FIDE SNP and PACE Survey File Record Layout

- **NEW:** Survey Completion Date valid values
  - Updated valid values to align with 2025 survey administration dates

# Decision Rules

- Refer to the HOS QAG for the decision rules guidelines
- Contact the HOS-M Project Team if a situation is not addressed by the decision rules

# Disposition Codes

- Tracks survey status of each sampled member
- Only final disposition codes are reported in data files
- See **Table 6** (PACE) or **Table 5** (FIDE SNP) in QAG Addenda for details

# Disposition Codes (Cont'd)

## Coding Complete Surveys

- A survey is considered complete if **all** six ADL items (Q4a-f) are answered.
  - Survey vendors code a record M10 if a mail survey has all ADL items answered
  - Survey vendors code a record as T10 if all ADL items are answered during a telephone interview or telephone recontact
    - All questions must be asked during the telephone recontact
- No further attempts are made to reach the member once a survey is received with all ADL items answered

# Percentage Answered

- HOS-M contains 34 potential response items
- Exclude three skip pattern items from calculation
  - Q17, Q18, Q19
- Denominator is 31 items

$$\% \text{ Complete} = \frac{\text{Total Number of Answered Items (Exclude Skip Pattern Items)}}{\text{Total Response Items} - \text{Excluded Items}} \times 100$$

# Data Submission

- Prepare and Submit Data Files
- Interim Data Submission
- Final Data Submission



# Prepare and Submit Data Files

- Survey vendors use NCQA's secure file transfer system Kiteworks to submit HOS-M data to the HOS-M Project Team
- NCQA will provide survey vendors a secure file upload link prior to the opening of the interim and final data submission periods

# Prepare and Submit Data Files (Cont'd)

- Survey vendors use the following file naming conventions when submitting final HOS-M data files
  - Use unique file names with a “.txt” extension for each data file
  - Begin the file name with “HOSMPACE” or “HOSMFIDESNP”
  - Follow the prefix with respective vendor name
  - For example: HOSMPACE\_[Vendor Name].txt

# Interim Data Submission

- Allows opportunity to test the data submission process and correct errors prior to submitting final data files
- Interim data files are due **October 2, 2025**
- All data received up to **three (3) business days** prior to the Interim Data Submission due date (**September 29, 2025**) must be processed and included in the interim data files

# Interim Data Submission (Cont'd)

- Survey vendors review records thoroughly prior to submission to confirm all data are accurate
- Interim data files will be cleaned and analyzed
- The HOS-M Project Team will provide findings to survey vendors, if applicable, prior to Final Data Submission
- Data collection issues identified during Interim Data Submission may warrant Discrepancy Reports
- Survey vendors must correct any issues identified prior to Final Data Submission

# Final Data Submission

- Final data files due **November 17, 2025**
- Final data files will be cleaned and analyzed
  - Data collection issues identified during Final Data Submission may warrant Discrepancy Reports

# Questions?





# Quality Oversight and Project Reporting

***NCQA***

*Courtney Utter, MHA  
HOS Project Analyst*

# Overview

- HOS-M Oversight Activities
  - Before Survey Administration
  - During Survey Administration
  - After Survey Administration
  - Ongoing Activities
- Technical Support
- Kiteworks




# Before Survey Administration

Oversight Activity	Due Date (2025)	Comments from NCQA	Finalize Materials
Mailing Material Review	June 6	June 23	July 2
Telephone Interviewing Material Review	June 20	July 1	July 11
Survey Vendor QAP	June 27	Survey Vendor Conference Call (July 14 – July 25)	Within five (5) business days of call

# Mailing Materials

- Review final print-ready HOS-M mailing materials
- Survey vendors should title their questionnaires with tracking numbers when submitting to NCQA for review
- Survey vendors must submit materials for review in the format in which they will be printed
- Naming conventions:
  - Survey Vendor Name\_Tracking # (CMS Logo).pdf
  - Survey Vendor Name\_Tracking # (CMS and HP Logo).pdf
- **Due June 6, 2025**
  - Send electronic copies to [hos@ncqa.org](mailto:hos@ncqa.org)
  - Comment/approve by **June 23, 2025**
  - All materials must be final by **July 2, 2025**

# Electronic Interviewing Materials

- Review proxy and non-proxy telephone interviewing screenshots and skip pattern logic or live website links
- Due **June 20, 2025**
  - Two weeks after submitting mailing materials
  - Send electronic copies to [hos@ncqa.org](mailto:hos@ncqa.org)
  - Comment/approve by **July 1, 2025**
  - All materials must be final by **July 11, 2025**
-  **NEW:** Survey vendors may also send website links to functioning telephone systems for the HOS-M Project Team to review
- Subcontractor(s) must follow the same review schedule

# Survey Accessibility

- Individuals with disabilities must have an equal opportunity to participate in the survey
- Survey vendors should be prepared to provide auxiliary aids, if requested
  - All requests will be considered on a case-by-case basis
  - Survey vendors must provide TeleType/Telecommunications Device for the Deaf (TTY/TDD) via 711
- CMS can assist survey vendors with more complex requests (e.g., Braille)
  - Please reach out to the HOS-M Project Team ([hos@ncqa.org](mailto:hos@ncqa.org)) with these requests for CMS assistance

# Survey Vendor QAP

- Describes survey vendor compliance with the HOS-M protocols and quality oversight processes
- Survey vendors must submit separate HOS and HOS-M QAPs
- QAPs must follow the Model QAP format (Appendix B in the HOS QAG; Appendix G of the QAG Addendum)
  - Due **June 27, 2025**

# During Survey Administration

Oversight Activities	Dates (2025)
Survey Vendor Conference Calls	July 14 – July 25
Data Record Review	June – July
Customer Support Reviews	July – August
Seeded Mailings	July – September
Survey Vendor Progress Reports	July – November
Electronic Telephone Interviewing Monitoring	September – October
Interim Data File Submission Deadline	October 2
Site Visits	October

# Survey Vendor Conference Calls

- Held **July 14, 2025 – July 25, 2025**
- Provide feedback on QAPs
  - If QAP revisions are needed, vendors must submit revisions within **five (5) business days**
- Review major issues from previous year and discuss updates to survey administration

# Seeded Mailings

- Assess timeliness of delivery and accuracy of mailing materials
- Include designated HOS-M Project Team in *all* survey mailings that are sent to members (including prenotification letters)
  - Vendors should seed HOS Project Team members in both standard mailing materials and those formatted with the optional health plan logo
  - **NCQA will provide seeded mailing contact information via email following training**
- Document seeded mailing process in detail in QAP
- Seeded mailings must be created in the member mailing database as a QA tool



# Customer Support Review

- Assess customer support responses to the specifications in QAG, HOS-M QAG Addendum, FIDE SNP QAG Addendum, and FAQ
- Customer support review: *Telephone*
  - HOS-M Project Team makes at least two anonymous calls to customer support line
- Customer support review: *Email*
  - **Securely** forward all customer support emails with responses on a weekly basis
  - Survey vendors may be asked to send member contact information and/or English translations of emails to HOS-M Project Team

# Survey Vendor Progress Reports

- Tracks survey vendor status for adherence to the HOS-M protocols during survey administration
  - Submit progress reports to [hos@ncqa.org](mailto:hos@ncqa.org)
- Deadlines and report requirements in QAG
  - Recurring deliverables
    - Narrative Reports (Reports #2-8)
    - Summary Status Reports (Reports #3-9)
    - Telephone Attempt Reports (Reports #6-9)
    - Member Correspondence (Reports #2-10)

# Narrative Reports

- Survey Progress and Vendor Experience
  - Overview of mail and telephone protocols
    - Verification of mail-out dates
  - Summary of challenges/difficulties encountered
  - Experience to date
  - Customer support summary statistics

# Summary Status Reports

- Synthesis of data collected to date
- Monitor response rates for each protocol phase and processing of returned mail surveys
- Submit two files (PACE and FIDE SNP, if applicable) with naming conventions:
  - [Vendor Name]\_HOS-M\_SSR\_PACE\_MM-DD-YY.xls
  - [Vendor Name]\_HOS-M\_SSR\_FIDESNP\_MM-DD-YY.xls
- Use 2025 SSR template provided prior to fielding

# Telephone Attempt Report

- Summary Status Report includes template to report on progress with telephone attempts to date
  - Submit with Progress Reports #6-9
  - Report contract name, contract number, total number of cases to receive calls, number of cases with 1-9 or more telephone attempts (FIDE SNP) or 1-12 telephone attempts (PACE), and number of closed cases

Plan Details				
Plan H-Number	Plan Name	Total Number of Cases to Receive Calls	Number of Active Cases with No Attempts	Number of Active Cases with One Attempt

# Biweekly Progress Reports

Reporting Requirements	Due Date (2025)
<p><b>REPORT #2</b></p> <p><b>Narrative Report:</b></p> <ul style="list-style-type: none"><li>• Overview of Baseline and Follow-Up prenotification letter and first questionnaire printing, fulfillment, and mailing processes.</li><li>• Verification of mail-out dates of Baseline and Follow-Up prenotification letter and first questionnaire mailing (e.g., USPS generated report).</li><li>• Status of staff training and SMS development.</li><li>• Confirmation of customer support functionality and testing.</li><li>• Outstanding issues or concerns.</li></ul> <p><b>Other Deliverable:</b> Member correspondence (white mail), if applicable.</p>	July 25

# Biweekly Progress Reports (Cont'd)

Reporting Requirements	Due Date (2025)
<p><b>REPORT #3</b> <b>Summary Status Report:</b> Baseline and Follow-Up Cohorts. <b>Narrative Report:</b></p> <ul style="list-style-type: none"><li>• Overview of reminder/thank-you postcard mailing.</li><li>• Verification of mail-out date of reminder/thank-you postcard mailing (e.g., USPS generated report).</li><li>• Outstanding issues or concerns.</li></ul> <p><b>Other Deliverable:</b> Member correspondence (white mail), if applicable.</p>	August 8
<p><b>REPORT #4</b> <b>Summary Status Report:</b> Baseline and Follow-Up Cohorts. <b>Narrative Report:</b></p> <ul style="list-style-type: none"><li>• Overview of progress with protocol to date.</li><li>• Detail problems or issues to date.</li><li>• Outstanding issues or concerns.</li></ul> <p><b>Other Deliverable:</b> Member correspondence (white mail), if applicable.</p>	August 22

# Biweekly Progress Reports (Cont'd)

Reporting Requirements	Due Date (2025)
<p><b>REPORT #5</b></p> <p><b>Summary Status Report:</b> Baseline and Follow-Up Cohorts.</p> <p><b>Narrative Report:</b></p> <ul style="list-style-type: none"><li>• Overview of Baseline and Follow-Up second questionnaire mailing.</li><li>• Verification of mail-out dates of Baseline and Follow-Up second questionnaire mailing (e.g., USPS generated report).</li><li>• Overview of progress with protocol to date.</li><li>• Detail problems or issues to date.</li><li>• Provide high-level summary statistics on respondent calls to customer support line or email (summarize FAQ) and number of requests for Spanish (Chinese and Russian, if applicable) version of the instrument. Specify number of calls and/or emails requesting information regarding an internet version of the survey.</li><li>• Describe telephone protocol and training.</li><li>• Outstanding issues or concerns.</li></ul> <p><b>Other Deliverable:</b> Member correspondence (white mail), if applicable.</p>	September 5



# Biweekly Progress Reports (Cont'd)

Reporting Requirements	Due Date (2025)
<p><b>REPORT #6</b></p> <p><b>Summary Status Report:</b></p> <ul style="list-style-type: none"><li>• Baseline and Follow-Up Cohorts.</li><li>• Telephone attempt progress to date.</li></ul> <p><b>Narrative Report:</b></p> <ul style="list-style-type: none"><li>• Overview of progress with protocol to date.</li><li>• Detail problems or issues to date.</li><li>• Describe process of converting partially completed surveys to complete, and progress.</li><li>• Report on progress of Baseline and Follow-Up electronic telephone interviewing implementation.</li></ul> <p><b>Other Deliverable:</b> Member correspondence (white mail), if applicable.</p>	September 19

# Biweekly Progress Reports (Cont'd)

Reporting Requirements	Due Date (2025)
<p><b>REPORT #7</b></p> <p><b>Summary Status Report:</b></p> <ul style="list-style-type: none"><li>• Baseline and Follow-Up Cohorts.</li><li>• Telephone attempt progress to date.</li></ul> <p><b>Narrative Report:</b></p> <ul style="list-style-type: none"><li>• Outstanding issues or concerns.</li><li>• Detail problems or issues to date.</li><li>• Report on progress of Baseline and Follow-Up electronic telephone interviewing implementation.</li><li>• Report on experience with submitting interim data files.</li></ul> <p><b>Other Deliverable:</b></p> <ul style="list-style-type: none"><li>• Member correspondence (white mail), if applicable.</li><li>• Submit a sample of the interim/progress report that is provided to HOS-M clients.</li></ul>	October 3

# Biweekly Progress Reports (Cont'd)

Reporting Requirements	Due Date (2025)
<p><b>REPORT #8</b></p> <p><b>Summary Status Report:</b></p> <ul style="list-style-type: none"><li>• Baseline and Follow-Up Cohorts.</li><li>• Telephone attempt progress to date.</li></ul> <p><b>Narrative Report:</b></p> <ul style="list-style-type: none"><li>• Overview of progress with protocol to date.</li><li>• Detail problems or issues to date.</li><li>• Report on progress of Baseline and Follow-Up electronic telephone interviewing implementation.</li></ul> <p><b>Other Deliverable:</b> Member correspondence (white mail), if applicable.</p>	October 17
<p><b>REPORT #9</b></p> <p><b>Summary Status Report</b></p> <ul style="list-style-type: none"><li>• Baseline and Follow-Up Cohorts.</li><li>• Telephone attempt progress to date.</li></ul> <p><b>Other Deliverable:</b> Member correspondence (white mail), if applicable.</p>	October 31

# Member Correspondence

## **White mail sent biweekly to HOS-M Project Team:**

- Written notes/letters, notes on cover letters, prenotification letters, survey covers, or envelopes must be sent
- To facilitate follow up, survey vendors should include contact information with each piece of submitted white mail
  - If a member requests assistance or expresses signs of abuse or neglect, survey vendors should include the member's name, address, and phone number
- Forward any member correspondence that appears to be directed at CMS or the government
- Not required to forward white mail that indicates a member is ineligible (e.g., deceased, institutionalized, wrong address, language barrier)
- Not required to forward marginal comments written on the survey
- Use the template provided by NCQA when forwarding white mail

# Telephone Interviewer Monitoring

- Survey vendors monitor 10 percent, at a minimum, including subcontractors and across all survey languages
- HOS-M Project Team will conduct silent monitoring of interviewers and interviewing system
  - HOS-M Project Team will conduct separate monitoring sessions with each subcontractor and separate sessions for HOS and HOS-M telephone interviewing

# Site Visits

- Evaluate survey vendor's compliance with the QAG
  - Project organization
  - Survey management system
  - Staff training
  - Sample file processing
  - Oversight of staff and subcontractors
  - Mail and telephone operations
  - Data security
- Site visits may be conducted in person or remotely
  - Survey vendors share and present all required systems, processes, and documentation

# Data Record Review

- Conducted June – July
- Review select records of varying survey dispositions and survey rounds
- Track record throughout survey timeline
  - Sample file
  - Address and telephone update
  - Mail phase
  - Data receipt and entry
  - Telephone phase
  - Data submission
- Provide documentation
  - Hard copy or scanned images
  - Telephone recording
  - Customer support logs

# Data Record Review (Cont'd)

- Survey vendor systems/databases must be available to the HOS-M Project Team
- HOS-M Project Team will provide a list of requirements and records prior to the review
- Reviews conducted remotely



# After Survey Administration

Oversight Activities	Dates (2025)
Survey Vendor Final Report	November 21
Report of HOS-M Records Stored	December 1

# Final Detailed Status Report

- Three components:
  1. Data synthesis (required)
  2. Discussion component (required)
    - Survey implementation, issues encountered, lessons learned, recommendations
    - Continual updating of sample information with RTI
    - List any additional language translations requested by PACE organizations
    - List any additional survey modes requested by PACE organizations and/or respondents (e.g., internet, text) and number of requests
  3. Recommendations for 2026 HOS-M Administration

# Ongoing Activities

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- Discrepancy Reports and Corrective Action Plan
- Technical Support

# Discrepancy Report and Corrective Action Plan

- Appendix G of HOS 2025 QAG
- Complete and submit Discrepancy Report within **one (1) business day** of discovering the discrepancy
  - Submit updated report as soon as possible but not later than **one week** after submitting the initial report
- Provide as much information as possible
  - Discrepancy Description
  - Corrective Action Plan

## Discrepancy Report Form

**Instructions:** Submit the Discrepancy Report Form to the [HOS Project Team](mailto:hos@ncqa.org) (hos@ncqa.org). Initial discrepancy reports must be submitted within **one business day** of discovering the discrepancy occurred, regardless of whether the organization is still determining all relevant information. Complete as many fields in this report as possible. Information not known at the time of completing the initial report should be recorded as "Pending." Any information reported as "Pending" must be included in an updated Discrepancy Report due within one week of submitting the original report. More than one updated report may be required. Do not include any PHI/PII in the Discrepancy Report Form or in any emails to the HOS Project Team.

I. General Information			
			Select one: <input type="checkbox"/> Initial Report <input type="checkbox"/> Updated Report
			Report Submission Date <input type="text" value="MM/DD/YY"/>
Name:	<input type="text"/>	Organization:	<input type="text"/>
Title:	<input type="text"/>	Address:	<input type="text"/>
Email:	<input type="text"/>	Telephone:	<input type="text"/>
II. Description of Discrepancy			
Describe the discrepancy and include any additional information that may help the HOS Project Team understand what occurred. Provide as much detail as possible, including the discrepancy time frame (when the issue occurred during survey administration), how you identified the discrepancy, and causes of the discrepancy.			
Date Discrepancy Discovered:	<input type="text"/>	Discrepancy Time Frame:	<input type="text"/>
Detailed Description of Discrepancy and How the Discrepancy Was Discovered:			
III. Impact of Discrepancy			
Provide a breakdown of affected surveys and impacted members by CMS Contract. Insert one row for each contract impacted. If the issue impacts your entire sample, write in "All" under each category.			
Survey Languages Impacted:	<input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Chinese <input type="checkbox"/> Russian		
CMS Contract Number	Number of Affected Surveys	Number of Sampled Members Impacted	
<i>H#### or All</i>	<input type="text"/>	<input type="text"/>	
	<input type="text"/>	<input type="text"/>	
How Was Estimation of Affected Surveys Reached?			
<input type="text"/>			

# Technical Support

- Email [hos@ncqa.org](mailto:hos@ncqa.org)
  - Reports, updates, and questions
- Contact the HOS-M Project Team with questions, comments, requests, or concerns
  - Call to report/discuss *urgent* matters immediately and follow up with email
    - Alyssa Hart – HOS Project Director
    - Erik Krause – HOS Project Manager

# NCQA's Secure Site Kiteworks

- NCQA uses a Kiteworks account system
  - All new users must register with the system
- All materials and documents sent are via Kiteworks
- Sample files will be sent via Kiteworks
- Survey vendors use Kiteworks to securely send member correspondence and other deliverables
- Kiteworks address: <https://acellion.ncqa.org>

# NCQA's Secure Site Kiteworks (Cont'd)

- NCQA provides a Kiteworks file request to survey vendors
- The file request does not expire and should be used to send secure files to the HOS Project Team throughout survey administration
  - Access the file request by logging in to <https://acellion.ncqa.org>

# Other Resources

- NCQA's Customer Support
  - 1-888-275-7585
  - To verify legitimacy or for questions about NCQA
- 1-800-Medicare
  - 1-800-633-4227
  - To verify legitimacy of the survey
  - Complaints, compliments, concerns about Medicare, MAOs, physicians, or care received



# Questions?





# Questions and Closing

**NCQA**

*Alyssa Hart, MPH  
HOS Project Director*

# Post-Training Evaluation

- Following training, survey vendors will receive an email with a link to an online training evaluation
- Intent is to collect feedback to improve future training sessions
- Designate one person from your organization to complete
- Required to obtain final approval
- Evaluation is due **March 26, 2025**



# Post-Training Test

# Post-Training Test Instructions

- Only **one** person from each survey vendor may complete the test
- The test will be administered immediately after training
- Survey vendors have 20 minutes to complete the test
- Survey vendors must complete to obtain final approval