HOS QAG Addendum

The following table outlines updates made to the 2018 *Medicare HOS Quality Assurance Guidelines and Technical Specifications V2.2* (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
Sampling, Overview	**Revised (page 13):** CMS designed the HOS sampling procedures to protect sampled members from being identified by the participating MAO. Survey vendors must keep sampled member information confidential and may **not** provide MAOs with any sample file variables ~~member names or any other identifying information~~ or analysis of sample file variables. ┌───┐ │ **Do not** provide **any** data from sample files to MAOs. │ └───┘ Survey vendors should also refer to *HEDIS 2018, Volume 6: Specifications for the Medicare Health Outcomes Survey* for more information on sampling.
Sampling, Sample Preparation	**Revised (page 15):** Survey vendors receive five files for each of their MA client contracts: • *HEADER* file: Contains MA contract, survey vendor, and submission information. • *SAMPLE* file: Contains names and contact information for sampled members. • *SUPPLEMENTAL* file: Contains sampled members and is padded with non-sampled members to hide the identity of sampled MA members. The survey vendor **securely** sends the *SUPPLEMENTAL* file to the MAO. **This is the only file that vendors may share with the MAO.** The MAO adds member telephone numbers to the file. The MAO may also add language preferences and mailing addresses (both are optional) to each member record. The MAO then **securely** returns the *SUPPLEMENTAL* file to the survey vendor, who uses the updated phone numbers (and mailing address information and language flags, if obtained) to contact members during HOS fielding. *Note: Survey vendors also have the option to obtain the full contract enrollment file with addresses, phone numbers, and language flags.* • *LIST* file: Contains a breakdown of protocol paths by MA contract. • *SUMMARY REPORT* file: Contains a breakdown of various summary information.
Sampling, Receipt and QA of Sample File	**Revised (page 16):** **Survey vendors report problems with the HOS sample files to the HOS Project Team immediately at hos@ncqa.org.** *Note: Survey vendors must be authorized by their client contracts to obtain the 2018 sample files and to collect data on their behalf. As described earlier, survey vendors are also required to enter into a DUA with CMS before the survey vendor can obtain their sample files for the 2018 HOS administration. Survey vendors **may not** provide any data from the sample files to client MAOs.*

HOS QAG Section	Update
Data Analysis and Public Reporting, Survey Vendor Analysis of HOS Data	**Revised (page 76):** **Survey Vendor Analysis of HOS Data** • MAOs may request survey vendors to provide status or performance reports at specified intervals. Survey vendors must limit reports to sample size and frequency distributions for each final disposition code at the contract level only, which are the data elements contained ~~outlined~~ in the biweekly summary status reports ~~(i.e., aggregate frequency distributions for each final disposition code at the contract level only)~~. Data elements in biweekly survey result reports are sufficient to keep MAOs apprised of response rates. • Survey vendors **must not** provide any data from the sample files (except the *SUPPLEMENTAL* file) or report any calculations or results for any HOS measure to MAOs. Survey vendors must safeguard the confidentiality of sampled members and may not give MAOs access to member-identifying data or provide MAOs with additional analyses. • Survey vendors must contact the HOS Project Team at hos@ncqa.org if MAOs request additional analysis outside of the information detailed in the biweekly summary status reports.