



MEMORANDUM

TO: All Programs of All Inclusive Care for the Elderly (PACE) Organizations
FROM: Health Outcomes Survey—Modified (HOS-M) Project Team
DATE: February 26, 2024
RE: Medicare Health Outcomes Survey—Modified 2024 Administration

The Centers for Medicare & Medicaid Services (CMS) has contracted with the National Committee for Quality Assurance (NCQA) to oversee the administration of the HOS-M for PACE organizations. CMS has also contracted with RTI International (RTI) to provide additional survey support in the administration of HOS-M, as well as data analysis.

The 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' limitations on activities of daily living (ADL) to generate information for frailty payment adjustment.

This memo includes the information PACE organizations need to comply with HOS-M 2024 reporting requirements. CMS will post this memo on the [HOS website](http://hosonline.org) (<http://hosonline.org>). This document is organized as follows:

- HOS-M 2024 Survey Administration Memo Changes.
- Reporting Requirements.
- Notifying the NCQA HOS-M Project Team of Survey Vendor Selection.
- Contracting with a CMS-Approved Survey Vendor.
- Survey Administration.
- Sampling Process.
- Contact Information.
- Attachment 1—List of PACE Organizations Required to Report HOS-M.
- Attachment 2—Conditionally-Approved HOS-M Survey Vendors.
- Attachment 3—Consumer Information About Selecting a Survey Vendor.

HOS-M 2024 Survey Administration Memo Changes

PACE organizations are strongly encouraged to review this entire HOS-M 2024 Survey Administration memo. Refer to the following sections in this memo to review key updates and changes to HOS-M 2024 Survey administration:

- **NEW:** [Reporting Requirements](#)

Reporting Requirements

All PACE organizations with Medicare contracts in effect on or before January 1, 2023, are required to administer the HOS-M in 2024, provided they have an enrollment of at least 30 members as of February 2024 as reflected in the March 2024 monthly enrollment file¹.

Notifying the NCQA HOS-M Project Team of Survey Vendor Selection

All PACE organizations must report their survey vendor selections to NCQA using the [HOS-M survey vendor selection web form](https://www.ncqa.org/hedis/measures/hos/m-survey-vendor-selection-form/) (https://www.ncqa.org/hedis/measures/hos/m-survey-vendor-selection-form/) **no later than April 12, 2024**.

The web form must be completed entirely and must include the following information:

- Primary contact person (name, telephone number, and email address).
- PACE organization contract number and name.
- Name of HOS-M survey vendor.²

Contracting with a CMS-Approved Survey Vendor

There are two (2) CMS-approved HOS-M survey vendors that PACE organizations may contract with to administer the HOS-M survey. CMS annually trains and approves survey vendors to administer the HOS-M survey on behalf of PACE organizations.

When contracting with an HOS-M survey vendor, please keep in mind that PACE organizations must cover the cost of survey administration.

The following survey vendors are conditionally-approved by CMS to administer the 2024 HOS-M:

1. *Center for the Study of Services (CSS)*
2. *DataStat, Inc.*

Attachment 2 of this memo lists contact information for the conditionally-approved HOS-M survey vendors. PACE organizations are required to contract with a CMS-approved survey vendor. CMS encourages PACE organizations to work with their survey vendor to understand the survey administration and data submission timelines. PACE organizations are advised to review pertinent information regarding choosing a survey vendor in Attachment 3—Consumer Information About Selecting a Survey Vendor.

¹ See <https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/MCRAAdvPartDENrolData>

² See Attachment 2 for the list of conditionally-approved HOS-M survey vendors.

To ensure the confidentiality of the survey process, survey vendors are prohibited from providing PACE organizations with patient-level data or reports during any phase of the data collection period or between each annual HOS-M survey administration.

The NCQA 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 NCQA HOS-M Project Team also assesses survey vendor performance against both the 2024 *Medicare Health Outcomes Survey Quality Assurance Guidelines and Technical Specifications V2.8* (HOS QAG), the HOS-M QAG Addendum, and the survey vendor Quality Assurance Plan (QAP). The QAP documents all systems survey vendors use to implement HOS-M.

Survey Administration

The HOS-M will be administered from late July through November 2024. The questionnaire is available in English, Spanish, Chinese, and Russian. PACE organizations, 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.

CMS provides the HOS-M survey in English, Spanish, Chinese, and Russian to facilitate the participation of the broadest pool of plan members and promote accurate measurement of the experience of Medicare beneficiaries enrolled in PACE organizations. Collecting information from beneficiaries who can only respond to the survey in Spanish, Chinese, or Russian increases the usefulness of the HOS-M for quality improvement initiatives.

PACE organizations should notify their survey vendor of any additional language translations needed for the HOS-M. CMS will consider these translation requests for implementation in future survey years.

RTI will draw the sample for the 2024 HOS-M survey. To develop the sample, RTI works with small PACE organizations (< 1,200 participants) to verify mailing and enrollment information for program enrollees and to collect data for potential survey proxies. These small PACE organizations should submit this information to RTI no later than **April 26, 2024**. RTI will hold an orientation webinar with programs on **March 11, 2024**, to provide an overview of the 2024 survey administration process. Programs will receive information directly from RTI about the webinar.

If you have any questions for RTI, please contact:

Holden Selkirk
RTI International
E-mail: hselkirk@rti.org

Kortni Washington
RTI International
Email: kwashington@rti.org

Sampling Process

The sample size for 2024 survey administration will be 1,200 for PACE organizations with at least 1,200 participants. For smaller PACE organizations, the entire eligible enrollment is included.

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

One thousand two-hundred eligible Medicare program participants are randomly selected for HOS-M.

Programs with populations of $< 1,200$ participants

All Medicare participants are included in the sample. PACE organizations create a detailed contact list for all PACE organization members enrolled in the Medicare program.

Contact Information

If you have any questions or believe that there are any errors in this memo, please contact the NCQA HOS-M Project Team at hos@ncqa.org. We look forward to working with your organization on this important endeavor.

ATTACHMENT 1

PACE Organizations Required to Administer HOS-M in 2024

Contract ID	Contract Name	Organization Name
H9323	BEACON OF LIFE CENTRAL NJ, LLC	Beacon of LIFE PACE
H9438	BLUESTEM PACE, INC.	Bluestem PACE
H9592	INNOVATIVE INTEGRATED HEALTH, INC.	Innovative Integrated Health Inc.
H9616	CENTRO DE SALUD DE LA COMUNIDAD DE SAN YSIDRO	San Diego PACE
H9649	HOPEWEST	HopeWest PACE
H9830	INNOVAGE PENNSYLVANIA LIFE, LLC	InnovAge Pennsylvania LIFE
H9842	SAINT JOSEPH PACE	Saint Joseph PACE
H9998	LUBBOCK REGIONAL MENTAL HEALTH MENTAL RETARDATION	Silver Star
H8777	COMPLETE SENIOR CARE, INC.	Complete Senior Care
H8800	TOTAL SENIOR CARE, INC.	Total Senior Care, Inc.
H9052	REGION VII AREA AGENCY ON AGING	Sunrise PACE
H9068	ALBRIGHT CARE SERVICES	ALBRIGHT CARE SERVICES
H9185	A&D CHARITABLE FOUNDATION, INC.	Great Lakes PACE
H9266	PIEDMONT HEALTH SERVICES, INC.	Piedmont Health SeniorCare
H0105	ORANGEBURG SENIOR HELPING CENTER, LLC	Orangeburg Senior Helping Center: A PACE Healthcare Program
H0112	MORSE LIFE HOME CARE, INC.	Palm Beach PACE
H0216	PACE IOWA	Immanuel Pathways Iowa
H0235	PACE OF NORTHEAST INDIANA, LLC	PACE of Northeast Indiana, LLC
H0247	ALLCARE PACE, LLC	AllCare PACE, LLC
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.	Senior LIFE York
H0839	VOANS SENIOR COMMUNITY CARE OF NORTH CAROLINA, INC	Senior CommUnity Care of North Carolina
H0934	PACIFIC PACE, LLC	WelbeHealth
H1043	FLORIDA PACE CENTERS, INC.	Florida Pace Centers, Inc.

Contract ID	Contract Name	Organization Name
H1228	GOLDEN VALLEY HEALTH CENTERS	Central Valley PACE
H1234	CAPITAL HEALTH LIFE	Capital Health LIFE
H1239	INNOVAGE VIRGINIA PACE-ROANOKE VALLEY, LLC	InnovAge Virginia PACE-Roanoke Valley
H1310	COMPREHENSIVE SENIOR CARE CORPORATION	Senior Care Partners P.A.C.E.
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
H1544	LA COAST PACE, LLC	WelbeHealth
H1622	NORTH EAST MEDICAL SERVICES	North East Medical Services - Program of All-Inclusive Care for the Elderly (PACE)
H1693	FAMILY HEALTH CENTERS OF SAN DIEGO, INC	Family Health-Center for Older Adults
H1714	VIA CHRISTI HEALTHCARE OUTREACH FOR ELDERS, INC.	Ascension Living 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	Fallon Health
H2220	UPHAMS CORNER HEALTH COMMITTEE, INC.	Upham's PACE
H2221	CAMBRIDGE PUBLIC HEALTH COMMISSION	CHA PACE
H2222	ELEMENT CARE, INC.	Element Care, Inc
H2223	EAST BOSTON NEIGHBORHOOD CENTER CORP.	Neighborhood PACE
H2318	PACE SOUTHEAST MICHIGAN	PACE Southeast Michigan
H2368	INNOVAGE CALIFORNIA PACE-SACRAMENTO, LLC	InnovAge California PACE - Sacramento
H2384	SEQUOIA PACE, LLC	WelbeHealth
H2386	APPALACHIAN AGENCY FOR SENIOR CITIZENS, INC.	Appalachian Agency for Senior Citizens, Inc,
H2537	ALBRIGHT CARE SERVICES	Albright LIFE

Contract ID	Contract Name	Organization Name
H2815	VOANS SENIOR COMMUNITY CARE OF COLORADO, INC	Senior CommUnity Care of Colorado
H2835	THE CASCADE PACE, INC.	Thome PACE
H2882	PACE CENTRAL MICHIGAN, INC.	PACE Central Michigan
H2936	LIFECIRCLES	LIFECIRCLES
H2937	SENIOR LIFE GREENSBURG, INC.	Senior LIFE Greensburg
H2941	SENTARA LIFE CARE CORPORATION, INC	Sentara PACE
H2992	SENIORLIFE WASHINGTON, INC.	Senior LIFE Washington / Uniontown / Greene
H3060	VIECARE BUTLER, LLC	LIFE Butler County
H3084	INTERNATIONAL COMMUNITY HEALTH SERVICES	International Community Health Services
H3284	PNW PACE PARTNERS, LLC	Pacific Northwest PACE Partners
H3321	LORETTO INDEPENDENT LIVING SERVICES, INC.	Independent Living Srvcs Of Central Ny
H3322	SENIOR CARE CONNECTION, INC.	Eddy SeniorCare
H3329	CENTERLIGHT HEALTHCARE, INC.	CenterLight Healthcare PACE
H3331	INDEPENDENT LIVING FOR SENIORS, INC.	ElderONE an Affiliate of Rochester Regional Health
H3430	SUNCOAST PACE, INC.	Suncoast PACE, Inc.
H3473	INNOVAGE VIRGINIA PACE-CHARLOTTESVILLE, LLC	InnovAge Virginia PACE - Blue Ridge
H3493	LIFE AT LOURDES, INC.	Trinity Health LIFE New Jersey
H3517	HUMBOLDT SENIOR RESOURCE CENTER, INC.	Redwood Coast PACE
H3522	REID HOSPITAL & HEALTH CARE SERVICES, INC.	Reid Health PACE Center
H3563	GARY AND MARY WEST SENIOR SERVICES, INC.	Gary and Mary West 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 PITTSBURGH INC	LIFE Pittsburgh
H3919	Mercy LIFE	Mercy LIFE
H3925	PENNSYLVANIA PACE, INC.	Senior LIFE Johnstown
H3942	ELDERHAUS INC.	Elderhaus PACE

Contract ID	Contract Name	Organization Name
H4053	PRISMA HEALTH-UPSTATE	Prisma Health SeniorCare PACE-Upstate
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
H4185	NEIGHBORHOOD HEALTHCARE	Neighborhood Healthcare PACE
H4203	PRISMA HEALTH-MIDLANDS	Prisma Health SeniorCare PACE-Midlands
H4235	SENIOR TOTAL LIFE CARE, INC.	Senior Total Life Care
H4256	PACE NORTH, INC.	PACE North
H4305	TOTAL LIFE HEALTHCARE	Total Life Healthcare
H4326	PACE @ HOME, INC.	PACE@Home
H4393	CATHOLIC MANAGED LONG TERM CARE, INC.	ArchCare Senior Life
H4402	ALEXIAN BROTHERS COMMUNITY SERVICES	Ascension Living Alexian PACE
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
H4999	LIFE Northwestern Pennsylvania, LLC	LIFE Northwestern Pennsylvania
H5007	PROVIDENCE HEALTH SYSTEM	Providence Health System
H5037	MOUNTAIN EMPIRE OLDER CITIZENS, INC.	Mountain Empire PACE
H5085	COMMUNITY PACE AT HOME, INC	Community PACE at Home, Inc,
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 New Mexico PACE
H5403	ON LOK SENIOR HEALTH SERVICES	On Lok PACE
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

Contract ID	Contract Name	Organization Name
H5629	COMMUNITY ELDERCARE OF SAN DIEGO	St. Paul's PACE
H5822	MIDLAND CARE CONNECTION	Midland Care PACE
H5902	SENIOR LIFE ALTOONA, INC.	Senior LIFE Altoona / Ebensburg / Indiana
H5934	HOPE HOSPICE AND COMMUNITY SERVICES, INC.	Hope PACE
H5978	SENIOR LIFE LEHIGH VALLEY, INC.	Senior LIFE Lehigh Valley / Reading
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
H6342	COMPLETE HEALTH WITH PACE	Baptist Health PACE
H6371	LUTHERAN SENIOR HEALTHCARE, INC.	Lutheran Senior LIFE
H6425	WASHINGTON REGIONAL MEDICORP	PACE of the Ozarks
H6541	HORIZON-PACE, LLC	Horizon - PACE
H6551	LIFE ST. MARY	LIFE St. Mary
H6596	FALLON HEALTH WEINBERG, INC.	Fallon Health Weinberg
H6787	VOANS SENIOR COMMUNITY CARE OF MICHIGAN, INC.	Senior Community Care of Michigan
H6846	CAREPARTNERS REHABILITATION HOSPITAL, LLLP	CarePartners PACE
H6887	INSPIRA HEALTH NETWORK LIFE, INC.	Inspira Health Network LIFE
H6941	LIFE PACE	LIFE PACE, INC.
H7003	PACE NEBRASKA	Immanuel Pathways Omaha
H7114	VALIR PACE	Valir PACE
H7195	NORTHLAND PACE PROGRAM	Northland PACE Senior Care Services
H7262	TRU COMMUNITY CARE	TRU PACE
H7469	PACE PARTNERS OF NORTHEAST FLORIDA, INC.	PACE Partners of Northeast Florida
H7501	ORANGE COUNTY HEALTH AUTHORITY	CalOptima PACE
H7619	ATLANTICARE HEALTH SERVICES, INC.	AtlantiCare LIFE Connection
H7660	VIECARE BEAVER, LLC	LIFE Beaver and Lawrence Counties
H7831	PRIME ACQUISITIONS, LLC	New Horizons PACE

Contract ID	Contract Name	Organization Name
H7855	BRANDMAN CENTERS FOR SENIOR CARE, INC.	Brandman Centers for Senior Care
H8082	STOCKTON PACE	WelbeHealth
H8096	CENTRA HEALTH, INC.	Centra PACE
H8424	SIOUXLAND PACE, INC.	SIOUXLAND PACE, INC.
H8614	MILFORD WELLNESS VILLAGE PACE	Milford Wellness Village PACE
H8655	INNOVAGE VIRGINIA PACE II, LLC	InnovAge Virginia PACE - Richmond and Peninsula
H8769	Center for Gerontology	Ascension Living PACE Michigan

ATTACHMENT 2

Conditionally-Approved HOS-M Survey Vendors*

Survey Vendor Contact Information	
Center for the Study of Services (CSS) Alok Shrestha 1625 K St., NW, 8th Floor Washington, DC 20006 Tel: (202) 454-3055 ashrestha@cssresearch.org www.cssresearch.org	DataStat, Inc. Steven Weindorf 3975 Research Park Dr. Ann Arbor, MI 48108 Tel: (734) 994-0540, ext. 193 sweindorf@datastat.com www.datastat.com

*Contingent on successful completion of HOS-M survey vendor training in April 2024.

ATTACHMENT 3

Consumer Information About Selecting a Survey Vendor

PACE organizations are required to contract with a CMS-approved survey vendor and report their survey vendor selection using the HOS-M survey vendor selection web form (see [Notifying the NCQA HOS-M Project Team of Survey Vendor Selection](#) section earlier in this memo)

A list of approved vendors can be found on the [HOS website](http://hosonline.org) (<http://hosonline.org>).

All HOS-M survey vendors must meet a set of minimum business requirements in the HOS-M QAG Addendum, available on the [HOS website](http://hosonline.org) (<http://hosonline.org>). Some vendors may have additional experience that is of interest to your organization. When choosing between HOS-M vendors, you may wish to ask questions such as these:

Previous Experience

- How much experience have you had conducting HOS-M or similar surveys?
- Will subcontractors be involved in data collection for my contract?
 - If so, how will you ensure that your subcontractors adhere to the survey procedures detailed in the HOS QAG and the HOS-M QAG Addendum?

Response Rates

- What range of response rates did you achieve on recent surveys for your HOS-M clients?
- Do you update the enrollee contact information provided by CMS? What do you do if a mail survey is returned as undeliverable? What information can my contract provide to help with locating sampled enrollees?

Survey Languages

- Which of the CMS-approved procedures for administration of Spanish-language surveys do you recommend for my organization?
- Do you have the capacity to conduct the HOS-M in Chinese and Russian?

Data Security

- In addition to the minimum data security requirements, what procedures do you follow to keep my contract's sample file and data secure and confidential?

Cost and Additional Services

- What will it cost to conduct the HOS-M?
- What additional services do you offer?

Additional information on being an informed consumer when selecting a survey vendor can be found in the attachment to the HPMS memo “Medicare CAHPS³ Survey” available on the

³ CAHPS is a registered trademark of the Agency for Healthcare Quality and Research.

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CMS website at <https://www.cms.gov/Research-Statistics-Data-and-Systems/Computer-Data-and-Systems/HPMS/HPMS-Memos-Archive-Weekly>.