



What are the CAHPS® and HOS surveys and why do they matter?

These two federally mandated surveys are used to gather patient feedback every year to better understand consumer **health care experiences and outcomes**.

The results provide valuable insights into how consumers perceive their care and experience from providers and health plans. **Working together, we can use these insights to identify areas of improvement and drive better health outcomes.**



The CAHPS survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) annual survey seeks to better understand the **overall health care experience from the patient perspective**. This knowledge can help health plans and providers make quality changes that **enhance patient perceptions and drive better health**.

From February through June — a random sample of consumers and health plan members receive the CAHPS survey. Participation is voluntary.

The Centers for Medicare & Medicaid Services (CMS) sponsors the CAHPS survey to fulfill requirements of the Balanced Budget Act of 1997 and the Medicare Modernization Act of 2003. CMS and the National Committee for Quality Assurance (NCQA) administer the survey. The survey manager is the Agency of Healthcare Research and Quality (AHRQ), which is part of the U.S. Department of Health and Human Services.



The HOS survey

The Medicare Health Outcomes Survey (HOS) seeks to better understand **overall physical and mental health outcomes**. This knowledge can help health plans and providers make quality changes that **drive outcomes and quality of life over time**.

From August through November — a random sample of consumers and health plan members receive the HOS survey at the beginning and end of a 2-year period. Participation is voluntary.

The Centers for Medicare & Medicaid Services (CMS) requires this survey for all Medicare Advantage health plans. Collecting and reporting the HOS measures requires collaboration among Medicare Advantage organizations (MAOs), the CMS and CMS-approved survey vendors, and the National Committee for Quality Assurance (NCQA) and its subcontractors.

See the other side for survey questions

CAHPS® is a registered trademark of the Agency of Healthcare Research and Quality (AHRQ).





In 2021, the CAHPS and HOS surveys will make up **32%** of a health plan's CMS Star Ratings for the 2021 Star Year

CAHPS survey

CMS survey year 2021 weights	Measures	Survey questions tied to patient's experience with care provider	% of total star rating*
1	Annual Flu Vaccine	Have you had a flu shot?	
2	Getting Needed Care	How would you rate your ease and timeliness of: <ul style="list-style-type: none"> Getting appointments with specialists? Getting the care, tests or treatment you needed? 	
2	Getting Appointments and Care Quickly	How often have you: <ul style="list-style-type: none"> Gotten urgent care as soon as needed? Gotten appointments at your doctor's office? Been seen within 15 minutes of your appointment time? 	
2	Care Coordination Customer Service Getting Needed Rx Drugs	Has your personal doctor or doctor's office: <ul style="list-style-type: none"> Managed your care among different providers and services to your satisfaction? Followed up promptly on test results? Talked to you about all the medications you take? 	
2	Rating of Health Care	On a scale from 0 to 10, how would you rate your: <ul style="list-style-type: none"> Overall health care? Personal doctor? Specialist seen most often? 	
2	Rating of Plan	<i>Survey questions not tied to care provider</i>	
2	Rating of Drug Plan	<i>Survey questions not tied to care provider</i>	

*Measure weights are subject to change based on CMS guidelines. For more information, please visit CMS.gov.

HOS survey

CMS survey year 2021 weights	Measures	Survey questions tied to patient's experience with care provider	% of total star rating*
1	Fall Risk Management	<ul style="list-style-type: none"> Have you had a fall, or issues with walking or balance? When talking with your doctor, have they recommended ways to help prevent falls or treat problems with walking or balance? 	
1	Management of Urinary Incontinence	In the past 6 months, have you experienced leaking of urine? <ul style="list-style-type: none"> How much did leaking of urine make you change your daily activities or interfere with your sleep? Have you talked with your doctor about treatment options? 	
1	Physical Activity in Older Adults	In the past 12 months, did you talk with your doctor about your level of exercise or activity?	
3	Mental Component Summary	During the past 4 weeks, how much of the time have you: <ul style="list-style-type: none"> Felt calm and peaceful? Had a lot of energy? Felt downhearted and blue? 	
3	Physical Component Summary	<ul style="list-style-type: none"> Does your health now limit you in daily activities like cleaning, climbing a flight of stairs or playing golf? In the last 30 days, has pain interfered with your daily activities either at home or work? 	

*Measure weights are subject to change based on CMS guidelines. For more information, please visit CMS.gov.

For more information about the CAHPS and HOS surveys, **please contact your UnitedHealthcare representative** or visit cahps.ahrq.gov and hosonline.org.

