

# PROVIDER Bulletin

Georgia



May 30, 2019

This Provider Bulletin applies to the lines of business and provider types checked below:

- |                                                    |                                                             |                                      |
|----------------------------------------------------|-------------------------------------------------------------|--------------------------------------|
| <input checked="" type="checkbox"/> PHP (Medicare) | <input checked="" type="checkbox"/> Primary Care Physicians | <input type="checkbox"/> Specialists |
| <input type="checkbox"/> Ancillary                 | <input type="checkbox"/> Hospitals                          |                                      |

## Health Outcomes Survey (HOS) For Medicare Members

Thank you for everything you do to ensure a positive health care experience for our members – your patients. One way to measure the quality of the patient health care experience is the Health Outcomes Survey (HOS), which collects member reported health outcomes. The survey is used to measure how the care provided by Medicare Advantage Organizations (MAO) affects the health outcomes of their enrollees.

The survey, administered for PHP by DSS Research, is in members' hands from April through June. It asks PHP members to report on the care and treatment they received from their health care providers.

The survey includes questions that address mental and physical health, physical and social functioning, pain, energy, and quality of life. Members are surveyed one year to collect a baseline, and then surveyed again two years later to measure the change in health over time.

**You CAN help improve HOS measures. Use a patient's annual wellness visit to discuss the following:**

- Physical and mental health.
  - Ask the patient about physical and mental health compared to two years ago.
  - Discuss ways to improve status of both mental and physical health.
  - Suggest patient begins exercise programs or physical therapy, if warranted.
  - Point all to the patient all the improvement made in their physician and mental health
  - Remind the patient about how much better he/she is doing in their physical and mental health
- Balance problems, falls, difficulty walking and other risk factors for falls.
  - Suggest the use of a cane or a walker.
  - Check blood pressure with patient standing, sitting and reclining.
  - Suggest an exercise or physical therapy program.
  - Suggest a vision or hearing test.
  - Perform bone density screening, especially for high-risk members.
- The need for physical activity and ways to increase physical activity.
  - Talk to the patient about the importance of exercise and physical activity.
  - Discuss with the patient how to start, increase or maintain activity.
- Bladder control and potential treatments for bladder-control issues that may arise as the patient ages.
  - Ask the patient if bladder control is a problem.
  - If so, ask if it interferes with sleep or daily activities.
  - Talk to the patient about treatment options.

These topics can be discussed by the office or nursing staff while patients are waiting to be seen, and can be addressed by the provider during the visit. It takes a team to deliver quality care. Thank you for being a participating provider of PHP.

**This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF, PHP or PHC. If you have any questions or suggestions contact the Provider Relations Department at 404.588.4680 or email to [remon.walker@phcplans.org](mailto:remon.walker@phcplans.org)**