

Date: June 28, 2024

To: All WellSense Providers

From: WellSense Health Plan

Subject: **SCO Health Outcomes Survey**

Product:  MassHealth  Clarity plans (formerly QHP)  Senior Care Options

## SCO Health Outcomes Survey

Each year, the Centers for Medicare & Medicaid Services (CMS) sends a survey to SCO members to measure health plan performance and health outcomes. CMS mails the survey to a random selection of SCO members in late July through August with follow-up calls to those who haven't responded in September and October.

At WellSense, we want to inform our providers of the importance of this survey and ask you to encourage your SCO members to complete it. The survey questions center around improving or maintaining a member's physical and mental health, daily activities of living and overall healthcare experience, and the results will help us identify care needs for our SCO members and more effectively target quality improvement activities.

Below are some of the key survey topics that CMS is focused on as well as some best practices you can take as a SCO provider to make sure your patients give you full credit for the high level of care quality we know you deliver. We've also included a list of items that your patients can use to keep themselves safe and healthy in their everyday lives—all of which can be purchased by using the [over-the-counter card](#) all our SCO members receive.

Survey topic	Sample health outcomes survey questions	Recommendations/Best Practices
Monitoring Physical Activity	In the past 12 months, did you talk with a doctor or other health provider about your level of exercise or physical activity?	Talk to members about their physical activity and explain that exercise can help increase longevity and quality of life.

# Provider Communications

Massachusetts



	<p>In the past 12 months, did a doctor or other healthcare provider advise you to start, increase or maintain your level of exercise or physical activity?</p>	<p>Offer suggestions for exercise based on physical ability, interests and access.</p> <p>Remind members of the WellSense SilverSneakers® fitness benefit.</p>
Improving Bladder Control	<p>Many people experience leakage of urine, also called urinary incontinence. In the past 6 months, have you experienced leaking of urine?</p> <p>Have you ever talked with your current doctor or other health provider about leaking of urine?</p> <p>There are many ways to control or manage the leaking of urine, including bladder training exercises, medication and surgery. Have you ever talked with a doctor, nurse or other healthcare provider about any of these approaches?</p>	<p>Ask members if they have trouble holding their urine.</p> <p>Assist members in determining the right bladder control product for their size, lifestyle and severity of condition.</p> <p>Incontinence can be a difficult subject to approach, but it's important to discuss this with your patient. It's more than an inconvenience and can also lead to falls, if not controlled.</p> <p>Use questionnaires about bladder control issues for members to complete prior to their visit.</p>
Reducing Fall Risk	<p>In the past 12 months, did you talk with your doctor or other health provider about falling or problems with balance or walking?</p> <p>Did you fall in the past 12 months?</p> <p>In the past 12 months, have you had a problem with balance or walking?</p> <p>Has your doctor or other health provider done anything to help prevent falls or treat problems with balance or walking?</p>	<p>Assess members for fall risk: balance problems, gait challenges, home environment and/or the need for corrective shoes.</p> <p>Promote appropriate exercise, physical therapy, durable medical equipment such as walkers or canes that can assist with strengthening and balance.</p> <p>Review medications for any issues that can increase the risk for falls.</p> <p>The risk for a fall increases as a member experiences sensory deficits. Staying up to date on regular eye exams and hearing tests can help members prevent fewer falls.</p>

# Provider Communications

Massachusetts



SCO members can also purchase the following items and more with their [over-the-counter card](#) to help with these key areas that the health outcomes survey focuses on.

Survey topic	Eligible items to purchase with OTC card
Monitoring Physical Activity	Balls/stability devices Pedometers and fitness trackers Scales (includes body fat analyzers) Stationary bikes/treadmills Weights
Improving Bladder Control	Disposable briefs and undergarments Perineal cleansers/wipes Deodorizers
Reducing Fall Risk	Night lights Reachers/grabbers Bathtub safety/rails and frames Grab bars and handles Hand-held showers

You can find the entire list of items available through our SCO over-the-counter cards [here](#).

## Questions?

Please contact us at [QualityDept@wellsense.org](mailto:QualityDept@wellsense.org) with any questions.