

2019 CMS Health Outcomes Survey

The CMS Health Outcomes Survey (HOS) is a longitudinal survey administered on an annual basis to a random sampling of eligible South Country members at the beginning and the end of a two-year period.

The 2019 HOS survey reflects members in the original 2016 HOS Cohort 19 who were again invited to participate in the 2018 Cohort 19 Follow-up Survey administered from May 2018 – July 2018.

The original baseline sample size for SeniorCare Complete was 1,200, narrowed to an analytic sample size of 696 and resulted in a final survey sample size of 504 members. This was due to a variety of factors including members no longer enrolled with South Country, incorrect address and / or phone number and language barriers. The original sample size for AbilityCare was 577 members, with an analytic sample size of 203 and a final sample size of 81 members.

Audit Findings

SeniorCare Complete

The average age of a SeniorCare Complete enrollee is eighty (80) years old, with approximately thirty-seven percent (37%) being over the age of 85 years old. Ninety-seven percent (97%) of our SeniorCare Complete enrollees are classified as Caucasian and ninety-eight percent (98%) of enrollees identify English as their primary language.

A review of living arrangements indicates thirty percent (30%) of SeniorCare Complete enrollees reside in the community with basic Medicare and Medicaid services and care coordination, or care coordination and services funded by State source; forty-two percent (42%) reside in the community receiving basic Medicare and Medicaid services, care coordination and home and community based (HCBS) managed long-term services and supports; and twenty-nine percent (29%) of our enrollees reside in an institution.

AbilityCare

The average age of an AbilityCare enrollee is fifty (50) years old, with approximately fifty-six percent (56%) being over the age of 50 years old. Ninety-seven percent (97%) of our AbilityCare enrollees are classified as Caucasian and ninety-nine percent (99%) of enrollees identify English as their primary language.

A review of living arrangements indicates ninety-four percent (94%) of AbilityCare enrollees reside in the community with basic Medicare and Medicaid services and care coordination, or care coordination and services funded by State source; forty-two percent (42%) reside in the community receiving basic Medicare and Medicaid services, care coordination and home and community-based services (HCBS); and only six percent (6%) of our enrollees reside in an institution.