



CMCS Informational Bulletin

DATE: April 11, 2024

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SUBJECT: 2024 Home and Community-Based Services (HCBS) Quality Measure Set (QMS)

The purpose of this informational bulletin is to release updates to the Home and Community-Based Services (HCBS) Quality Measure Set (QMS) for 2024.

Background

On July 21, 2022, the Centers for Medicare & Medicaid Services (CMS) released the first official version of the HCBS QMS through State Medicaid Director Letter (SMD) # 22-003.¹ The HCBS QMS is a set of nationally standardized quality measures for Medicaid-funded HCBS. It is intended to promote more common and consistent use, within and across states,² of nationally standardized quality measures in HCBS programs, and to create opportunities for CMS and states to have comparative quality data on HCBS programs, including for identifying and addressing disparities in HCBS programs. In doing so, it is expected to support CMS and states with improving the quality and outcomes of HCBS and promoting health equity for people receiving Medicaid-funded HCBS. Further, implementation of the HCBS QMS will assist CMS and states in ensuring that the services received by beneficiaries are responsive to their changing needs and choices, maximize independence and self-direction, and facilitate a community-supported life.

As stated in SMD # 22-003, implementation of the HCBS QMS is voluntary. CMS strongly encourages states to use the measures and plans to incorporate use of the HCBS QMS into the reporting requirements for specific Medicaid program authorities that include HCBS.

¹ In SMD # 22-003, we described the quality measures included in the first official version of the HCBS QMS and provided information on the purpose of the HCBS QMS, measure selection criteria, organization of the QMS, and considerations for implementation. We also provided additional information regarding each measure, including: (1) whether a measure is endorsed by a consensus-based entity (CBE); (2) its measure stewards; and (3) data collection methods. We also described how states could use the HCBS QMS to promote equity, and provided information on whether each measure addresses key priority areas. See <https://www.medicare.gov/federal-policy-guidance/downloads/smd22003.pdf> for more information.

² By “state,” we intend the meaning of the term as defined under 45 CFR § 75.2 as “any state of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the U.S. Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, and any agency or instrumentality thereof exclusive of local governments.”

The HCBS QMS includes measures derived from several experience of care surveys, which assess the experience of care of one or more population groups included in HCBS programs, including HCBS Consumer Assessment of Healthcare Providers and Systems (CAHPS®), National Core Indicators®-Intellectual and Developmental Disabilities (NCI®-IDD), National Core Indicators-Aging and Disability (NCI-AD)™, and Personal Outcome Measures (POM).® The HCBS QMS also includes other nationally standardized and tested measures in key measurement areas, as described in SMD # 22-003, that require assessment or other beneficiary records.

States implementing the HCBS QMS are not expected to conduct all of the experience of care surveys included in the HCBS QMS, but they are expected to survey all of the major population groups (e.g., older adults, adults with intellectual and developmental disabilities, adults with physical disabilities, adults with serious mental illness) included in their state’s HCBS programs, if a survey included in the HCBS QMS is available for that population. States are only expected to use as many surveys as are necessary to assess the experience of care for the major population groups included in their HCBS programs.

HCBS QMS Updates

CMS is updating the HCBS QMS with the following changes:

- Fee-for-service (FFS) versions of six managed long-term services and supports (MLTSS) measures have been added to the HCBS QMS. As a result, seven of the eight MLTSS measures (MLTSS-1, MLTSS-2, MLTSS-3, MLTSS-4, MLTSS-6, MLTSS-7, and MLTSS-8) have been updated to reflect a cross-delivery system focus. Additional information about the LTSS measures is available on Medicaid.gov at <https://www.medicaid.gov/medicaid/home-community-based-services/home-community-based-services-quality/long-term-services-supports-quality-measures/index.html>
- The Flu Vaccinations for Adults Ages 18-64 measure, which has been retired by its measure steward (National Committee for Quality Assurance (NCQA)), has been removed from the HCBS QMS.

The complete list of measures in the 2024 HCBS QMS, inclusive of these changes, is provided in Appendix A.

Going forward, CMS expects to make substantive changes to the HCBS QMS, including to add measures to address measure gaps and to retire measures, no more frequently than every other year. Technical corrections and changes may, however, be made on a more frequent basis.

Closing

We look forward to working with states on the implementation of the HCBS QMS. If you have questions regarding the HCBS QMS, contact Jennifer Bowdoin, Director of the Division of Community Systems Transformation, at Jennifer.Bowdoin@cms.hhs.gov.

Appendix A: 2024 Home and Community-Based Services Quality Measure Set, by Measure Steward and Data Source

CBE #	Measure Steward	Measure Name	Data Source/Data Collection Method
2967	CMS	HCBS CAHPS: Choosing the services that matter to you (Q 56, 57)	Survey
2967	CMS	HCBS CAHPS: Community Inclusion and Empowerment Composite Measure (Q 75, 77, 78, 79, 80, 81)	Survey
2967	CMS	HCBS CAHPS: Personal Safety & Respect Composite Measure (Q 64, 65, 68)	Survey
2967	CMS	HCBS CAHPS: Physical Safety Single-Item Measure (Q 71)	Survey
2967	CMS	HCBS CAHPS: Staff Are Reliable and Helpful Composite Measure (Q 13, 14, 15, 19, 37, 38)	Survey
2967	CMS	HCBS CAHPS: Staff Listen and Communicate Well Composite Measure (Q 28, 29, 30, 31, 32, 33, 41, 42, 43, 44, 45)	Survey
2967	CMS	HCBS CAHPS: Transportation to Medical Appointments Composite Measure (Q 59, 61, 62)	Survey
2967	CMS	HCBS CAHPS: Unmet Needs Single-Item Measures (Q 18, 22, 25, 27, 40)	Survey
3593	CMS	FASI-1: Identification of Person-Centered Priorities ³	Case Management Record
3594	CMS	FASI-2: Documentation of a Person-Centered Service Plan ³	Case Management Record
NA	CMS	HCBS-10: Self-direction of services and supports among Medicaid beneficiaries receiving LTSS through managed care organizations	Case Management Record
NA	CMS	MLTSS-1 and FFS LTSS-1: Comprehensive Assessment and Update ^{1,2,3}	Case Management Record
NA	CMS	MLTSS-2 and FFS LTSS-2: Comprehensive Person-Centered Plan and Update ^{1,2,3}	Case Management Record
NA	CMS	MLTSS-3 and FFS LTSS-3: Shared Person-Centered Plan with Primary Care Provider ^{1,2}	Case Management Record
NA	CMS	MLTSS-4 and FFS LTSS-4: Reassessment and Person-Centered Plan Update after Inpatient Discharge ^{1,2}	Case Management Record
NA	CMS	MLTSS-5: Screening, Risk Assessment, and Plan of Care to Prevent Future Falls	Case Management Record

CBE #	Measure Steward	Measure Name	Data Source/Data Collection Method
NA	CMS	MLTSS-6 and FFS LTSS-6: Admission to a Facility from the Community ¹	Administrative
3457	CMS	MLTSS-7 and FFS LTSS-7: Minimizing Facility Length of Stay ¹	Administrative
NA	CMS	MLTSS-8 and FFS LTSS-8: Successful Transition after Long-Term Facility Stay ¹	Administrative
NA	NCQA	MLTSS: Plan All-Cause Readmission (HEDIS) ⁴	Administrative
NA	ADvancing States, HSRI	NCI-AD: Percentage of non-English speaking participants who receive information about their services in the language they prefer	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people in group settings who have enough privacy where they live	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people who are able to see or talk to their friends and family when they want to	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people who are as active in their community as they would like to be	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people who are ever worried for the security of their personal belongings	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people who can choose or change their support staff	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people who can choose or change what kind of services they get	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people who can choose or change when and how often they get their services	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people who feel safe around their support staff	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people who had adequate follow-up after being discharged from a hospital or rehabilitation/nursing facility	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people who had somebody talk or work with them to reduce their risk of falling or being unstable	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people who have transportation to get to medical appointments when they need to	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people who have transportation when they want to do things outside of their home	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people who know how to manage their chronic conditions	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people whose money was taken or used without their permission in the last 12 months	Survey

CBE #	Measure Steward	Measure Name	Data Source/Data Collection Method
NA	ADvancing States, HSRI	NCI-AD: Percentage of people whose service plan reflects their preferences and choices	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people whose support staff do things the way they want them done	Survey
NA	ADvancing States, HSRI	NCI-AD: Percentage of people whose support staff show up and leave when they are supposed to	Survey
3622	NASDDDS, HSRI	NCI-IDD CC-3: Can Stay Home When Others Leave (The proportion of people who live with others who report they can stay home if they choose when others in their house/home go somewhere)	Survey
3622	NASDDDS, HSRI	NCI-IDD CC-4: Life Decision Composite Measure (The proportion of people who report making choices (independently or with help) in life decisions)	Survey
3622	NASDDDS, HSRI	NCI-IDD CI-1: Social Connectedness (The proportion of people who report that they do not feel lonely)	Survey
3622	NASDDDS, HSRI	NCI-IDD CI-3: Transportation Availability Scale (The proportion of people who report adequate transportation)	Survey
3622	NASDDDS, HSRI	NCI-IDD HLR-1: Respect for Personal Space Scale (The proportion of people who report that their personal space is respected in the home)	Survey
3622	NASDDDS, HSRI	NCI-IDD PCP-2: Person-Centered Goals (The proportion of people who report their service plan includes things that are important to them)	Survey
3622	NASDDDS, HSRI	NCI-IDD PCP-5: Satisfaction with Community Inclusion Scale (The proportion of people who report satisfaction with the level of participation in community inclusion activities)	Survey
NA	NASDDDS, HSRI	NCI-IDD preventive screening single-item measures: Percentage of people who are reported to have received preventive health screenings within recommended time frames (physical exam, routine dental exam, vision screening, hearing test, mammogram, pap test, colorectal cancer screening)	Survey
NA	NASDDDS, HSRI	NCI-IDD: Percentage of people who report their staff come and leave when they are supposed to	Survey
NA	NASDDDS, HSRI	NCI-IDD: Percentage of people who report that they helped make their service plan	Survey
NA	CQL	POM: People are free from abuse and neglect	Survey
NA	CQL	POM: People choose services	Survey
NA	CQL	POM: People have the best possible health	Survey

CBE #	Measure Steward	Measure Name	Data Source/Data Collection Method
NA	CQL	POM: People interact with other members of the community	Survey
NA	CQL	POM: People live in integrated environments	Survey
NA	CQL	POM: People participate in the life of the community	Survey
NA	CQL	POM: People realize personal goals	Survey

1. The FFS version of the equivalent MLTSS measure has been added to the HCBS QMS.
2. For measures with a HEDIS equivalent, states can opt to use the HEDIS equivalent for their managed care and FFS populations.
3. At a state’s option, FASI-1 can be used in place of MLTSS-1 and FFS LTSS-2, and FASI-2 can be used in place of MLTSS-2 and FFS LTSS-2; FASI-1 and FASI-2 are not expected to be used by all states implementing the measure set and instead are included only as options in place of MLTSS-1/FFS LTSS-1 and MLTSS-2/FFS LTSS-2, respectively.
4. The MLTSS measure, Flu Vaccinations for Adults Ages 18-64, has been removed from the HCBS QMS.

Abbreviations: FASI = Functional Assessment Standardized Items; MLTSS = managed long-term services and supports; FFS=fee-for-service; NA = not applicable (not endorsed by a CBE)