

State Challenge Interview Scheduling Call Script (Child Nutrition/Medicaid Version)

Hello, my name is _____ from Insight Policy Research. I am calling in regards to a letter sent to (you/[STATE CHILD NUTRITION DIRECTOR/STATE MEDICAID DIRECTOR]) about the challenge interview component of the evaluation of the Direct Certification with Medicaid demonstration.

IF SPEAKING TO THE DIRECTOR: The letter advised you that someone from Insight Policy Research would be calling to schedule a time for your interview about challenges faced in implementing Direct Certification with Medicaid. We are asking representatives of both the (State Child Nutrition Agency) and the [State Medicaid Agency] to help us understand the types of challenges states such as yours might encounter in preparing for and conducting DC-M. I'm calling to answer any questions you have and to schedule a time for your interview. Do you have any questions at this time?

We expect the interview to take about one hour. Is now a good time to complete it?

IF NO: What would be a good time to contact you to complete it?

SCHEDULE INTERVIEW TIME.

Thank you for speaking with me today. Do not hesitate to contact me if you have any questions.

My contact information is:

PROVIDE PHONE NUMBER AND EMAIL ADDRESS

IF NOT SPEAKING TO THE COORDINATOR: May I please speak to [STATE CHILD NUTRITION DIRECTOR/STATE MEDICAID DIRECTOR]?

IF REQUIRES MORE INFORMATION: I am calling about a letter sent to [STATE CHILD NUTRITION DIRECTOR/STATE MEDICAID DIRECTOR] about the evaluation of the Demonstrations of Direct Certification of Children Receiving Medicaid being conducted by the USDA's Food and Nutrition Services. It also mentioned that Insight would be calling [STATE CHILD NUTRITION DIRECTOR/STATE MEDICAID DIRECTOR] to see if (he/she) has any questions and to set up a time for an interview about challenges.

IF DIRECTOR NOT AVAILABLE: SET UP CALLBACK TIME. ALSO LEAVE YOUR NAME AND TELEPHONE NUMBER.