

Attachment D-State-level phone interview guide

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STATE-LEVEL PHONE INTERVIEW GUIDE

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Opening

Thank you for taking time to speak with me today. My name is X and I am here with Y. I will be the one conducting the interview while Y takes notes.

As you know, the HIV Health Improvement Affinity Group or HHIAG was launched in October 2016. We are interested in (1) assessing the extent to which, and how, participation in HHIAG was useful for developing and implementing an action plan to improve health outcomes for persons living with HIV that are enrolled in Medicaid/CHIP and (2) documenting the lessons learned from implementing the action plans including successes, challenges, and promising practices.

Please note that we are not assessing your or your organization's work and there are no right or wrong answers. As participants in the HHIAG, you are experts in its operation and we seek your honest thoughts and opinions on participating in HHIAG, and how we could better improve the HHIAG and similar initiatives in the future.

We have 5 sections to cover and we anticipate the interview to last about one hour. If you are interrupted for any reason, we can schedule additional time. Also, we would like your permission to audio tape our conversation to ensure we capture everything. We will be taking written notes too. You may stop the conversation and/or audio recording at any time. Do we have your permission to begin the interview?

Section 1. Participant Background

Tell us a little bit about yourself and your work with (state)

1. What is your official job title?
2. How long have you been in this position?
3. What are your main job responsibilities in this position?

Section 2. Value and Usefulness of HHIAG

4. Can you tell us why (state) decided to participate in the affinity group?
5. Has it been a valuable experience? [If so, what made it valuable? If not, why not?]

Section 3. Opportunity to Establish or Strengthen Partnerships

As you know, establishing or strengthening partnerships is an important part of HHIAG. In this section, we want to hear about your partnership experiences. Partners could be within state government or outside of it.

6. Has participating in the affinity group influenced your agency's work with partners? [If so, to what extent and how?]

PROBE on the following if not addressed:

For example,

- ✓ Has this initiative changed your relationship with [Health Department / Medicaid/CHIP]?
 - ✓ What about engagement with other partners, such as Medicaid Managed Care Organizations, community partners or providers?
 - ✓ How about with the other states involved in HHIAG? Has there been peer-to-peer learning and sharing?
7. Were there any challenges? [If so, what were they? How did it impact your work?]
Follow-up: Did participating in the affinity group help respond to those challenges? [Why or why not?]

Section 4. Lessons Learned

Next, we would like to hear about some of the things you might have learned by participating in the affinity group. We recognize that you may be at the beginning of your action plan work, but we would like to get a sense of any early successes and challenges.

8. Are there examples of things you would consider successes or accomplishments? [If so, please describe.]

9. Were there any challenges? [If so, what were they? How did it impact your work?]

Follow-up: Did participating in the affinity group help respond to those challenges? [Why or why not?]

Section 5. Suggestions for Improving HHIAG

Based on your experiences with HHIAG, please help us understand how the initiative can be improved.

10. What did you think about the overall HHIAG process (scheduling, format, communication, etc.)?

Follow-up: Did you attend the webinars? If so, how relevant were they to your work? Can you provide an example or two of how the webinars helped you? What webinars would you recommend for future?

11. What was your experience with technical assistance? (*Interviewer check ahead of time and skip this question if this state did not request technical assistance.*)

Follow-up: Did you receive accurate and timely responses? If not, what could have been done differently?

12. What was your experience with federal partners?

13. Was there anything that federal partners could have done differently to improve your experience?

14. Do you have any other suggestions as to how the HHIAG process could be improved?

Closing

We have talked about many different aspects of HHIAG.

15. Is there anything else you would like to tell us about regarding your HHIAG experience that we haven't covered in the interview?

We are now finished with the interview. Thank you for taking the time to speak with us today.

Thank you for your helpful feedback.