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Healthy Indiana Plan (HIP) 2.0 New Enrollee Survey Testing Debriefing Script

Survey Background

Part of the federal evaluation of the Healthy Indiana Plan (HIP) 2.0 Demonstration will be based on information collected using three beneficiary survey instruments. The three target populations for the instruments include: (1) current HIP 2.0 beneficiaries; (2) newly enrolled HIP 2.0 beneficiaries; and (3) HIP 2.0 disenrollees and beneficiaries who have been “locked out.” All instruments contain survey questions from existing beneficiary questionnaires, survey questions adapted from existing beneficiary questionnaires, and newly developed survey questions. The newly developed survey questions are especially important for testing, and focus on specific policies of interest to CMS. The beneficiary feedback captured by these instruments will help inform CMS decision making on health care policies.

The new enrollee HIP 2.0 includes the HIP Basic and H IP Plus beneficiary benefits packages. However, the new enrollee HIP 2.0 beneficiaries will encompass HIP 2.0 beneficiaries who have enrolled in HIP 2.0 in 2016. The new enrollees will represent beneficiaries not previously in HIP 2.0 in 2015.

This survey testing script serves as a guide for the interviewer debriefing on the HIP 2.0 New Enrollee Beneficiary Survey.

Pretest Introduction [Interviewer reads]

On behalf of the Centers for Medicare & Medicaid Services and Social and Scientific Systems, Inc., thank you for agreeing to participate in this study of the Healthy Indiana Plan 2.0 (HIP 2.0). Your comments and opinions are very important to us.

The purpose of this interview is not to collect data, but to test a questionnaire. The questionnaire we are testing will be provided to Hoosiers as a paper questionnaire and an online (Web) questionnaire. Some of the questions we will review today may be difficult to understand, hard to answer, or can be understood in different ways. I am more interested in what you were thinking when you answered these questions than your actual answers. I would like to know your experience with deciding how to answer certain questions. We expect that some of questions will not be perfect, and that is what you will be helping us identify today. Do you have any questions about what I just told you?

After you complete the questionnaire, I will go through it with you and sometimes ask what you think about a question or what a particular word means to you. We will not go through every question. Please feel free to give me any other comments you might have at the end of the interview.

Your comments will be kept private. Please answer the questions as freely as you can. You may refuse to answer any question that you do not wish to answer. This interview should take no more than 45 minutes of your time.

Do you have any questions?

OK, let's begin. Please feel free to use your questionnaire to help you answer my questions.

General Interviewer Probes

[Interviewer Instructions: The following questions are general probes that interviewers may use during the debriefing.]

- Could you please tell me more about that?
- Was that easy or hard to answer?
- How did you decide on that answer?
- How confident are you in your answer?
- Were any of the answer choices not clear, or confusing?
- I noticed that you hesitated – please tell me what you were thinking.
- Were there any questions that were asked that did not seem to belong in this questionnaire?

Overarching/General Beneficiary Survey Interview Questions

INTERVIEWER: How easy or difficult was it to for you to understand the purpose of the survey?

INTERVIEWER: Based on your experience with the survey, how likely would you be to complete the actual paper mail in survey if you were selected to participate? Why/Why not?

INTERVIEWER: Did you think you were able to answer most of these questions?

INTERVIEWER: *Thinking about the length of time you were enrolled in HIP, was that long enough for you to understand these questions?*

Survey Section: Healthy Indiana Plan (HIP) 2.0

Question #: 2

INTERVIEWER: What does “enroll” mean to you?

INTERVIEWER: What did you think of as “the enrollment process?”

PROBE: *What steps or actions did you think of?*

PROBE: *Did you think of your application, how long it took for you to listen to what you were eligible for, the processing of your application, or something else?*

Question #: 3

INTERVIEWER: What does “benefits package” mean to you?

INTERVIEWER: Did the answer choices make sense?

INTERVIEWER: **Do you think there are** any answer choices that are missing but should be included?

Question #: 6

INTERVIEWER: Who did you think of as a “customer service representative?”

PROBE: Did you think of someone from HIP?

PROBE: Did you think of the managed care plans/entities (MCEs), such as MDwise, MHS, or Anthem?

Question #: 9

INTERVIEWER: What did the word “forms” mean to you?

Question #: 10

INTERVIEWER: What time period did you think about when answering this question?

Question #: 11

INTERVIEWER: If you were told you were only eligible for HIP Plus, how would you answer this question?

Question #: 12

INTERVIEWER: Do you think there are any missing answer choices or any answer choices that do not fit?

Question #: 14

INTERVIEWER: Are there any missing answer choices or any answer choices that do not fit?

Question #: 16

INTERVIEWER: What does “getting your HIP coverage quickly” mean to you?

PROBE: What did you think about when you answered this question?

Question #: 19

INTERVIEWER: Which HIP benefits package or health plan does this question refer to?

INTERVIEWER: How easy or hard was it to know which HIP benefits package or health plan was being asked about?

INTERVIEWER: If you pay HIP Basic copays which answer would you choose?

If you do not pay anything at your health care visits which answer would you choose?

Survey Section: Demographics

Question #: 31

INTERVIEWER: Was this question easy or hard to answer? Why?