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Healthy Indiana Plan (HIP) 2.0 Alternate Policy Options 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.

A separate set of survey questions may be included in the HIP 2.0 beneficiary survey instruments that focus on studying different ways to meet people’s health care needs. The intention of the additional survey section is to provide valuable data on beneficiary preferences regarding health plan choices and payment options.

This survey testing script serves as a guide for the interviewer debriefing focusing on the HIP 2.0 Beneficiary Survey Section: Health Coverage Cost and Payment Options.

Survey Section: Health Coverage Cost and Payment Options

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?

INTERVIEWER: How easy or difficult was it to for you to understand and answer this section?

INTERVIEWER: What time period were you thinking about when you answered this section?

INTERVIEWER: Was it easy or hard to change your thinking from your current or previous HIP experience, to a more general role as a health care consumer?

Question #: 2

INTERVIEWER: How easy or hard was it to answer this question?

INTERVIEWER: How easy or hard was it to compare and choose between Health Plan A and Health Plan B?

INTERVIEWER: How easy or hard was it to think about the different parts of Health Plan A and Health Plan B?

***PROBE:** Did you think of the things listed in (1) and (2) as two different parts or as the same thing?*

Question #: 3

INTERVIEWER: How easy or hard was it to answer?

INTERVIEWER: Was it easy or hard to choose only one health plan?

Question #: 6

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