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Healthy Indiana Plan (HIP) 2.0 Disenrollee and Lockout 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 HIP 2.0 disenrollees and beneficiaries who have been ‘locked out’ include three subpopulations – disenrollees, HIP Basic enrolled but formerly HIP Plus enrolled beneficiaries, individuals who have been locked out of HIP 2.0. These subpopulations are identified by their poverty level. The consequences of failing to make a monthly contribution to their POWER account vary. Those failing to make a monthly contribution above 100% FPL are locked out of HIP 2.0 and those failing to make a monthly contribution at or below 100% FPL are moved from HIP Plus to HIP Basic.

This survey testing script serves as a guide for the interviewer debriefing on the HIP 2.0 Disenrollee and Lockout 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 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: Were the time period references difficult to follow?

PROBE: *Was it hard to recall and think about “After you were no longer enrolled in HIP 2.0?”*

PROBE: *Was it hard to recall and think about “While you were in HIP 2.0?”*

Survey Section: About Your HIP 2.0 Enrollment

Question #: 1

INTERVIEWER: What does the word “enrolled” mean to you? How did you interpret it?

INTERVIEWER: Have you heard of the word “lockout?”

If “Yes” → Please tell me about your understanding of what “lockout” means.

If “Yes” → Do you interpret being “locked out” as the same or different from being “disenrolled” from HIP?

INTERVIEWER: What did you select as your answer for Question 1?

[Interviewer Instructions: If respondent indicates an “A” answer option skip to PAGE 5 for beginning the interview and start with the HIP Basic Enrolled, Formerly HIP Plus Enrolled questions. All other responses, proceed with interview protocol]

Survey Section: About Your HIP 2.0 Enrollment

Question #: 6

INTERVIEWER: At what point did you consider yourself no longer enrolled in HIP?

PROBE: Do you consider being “locked out” as being no longer enrolled in HIP?

Question #: 7

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

Question #: 8

INTERVIEWER: Did the examples for preventive care make sense to you or not?

INTERVIEWER: Are there any other preventive care examples you think we should include?

INTERVIEWER: What do you usually think of as preventive care? Could you give us some examples?

INTERVIEWER: Did you think about health care from only your doctor, or did you include other types of health care providers?

INTERVIEWER: Is there any other answer choice you think should be included?

INTERVIEWER: Please look at answer “J”, “dental care and vision (eye) care.” Do you usually think of costs for these services as separate costs, or do you think of them as combined costs?

PROBE: Would you be able to split out your costs for dental and eye care, or not?

Question #: 9 and 10

INTERVIEWER: When you read question 9, did you think of “not paying for” transportation and “not getting” transportation as the same idea or two different ideas?

INTERVIEWER: Was this question easy or hard to answer?

INTERVIEWER: How confident are you with your answer?

Question #: 11

INTERVIEWER: What does “monthly or annual contribution” mean to you?

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

Question #: 12

INTERVIEWER: What does “reenroll” mean to you?

Question #: 13

INTERVIEWER: Did you feel that this question had a negative, positive, or neutral tone?

PROBE: Were any of the answer options unclear or confusing?

PROBE: Any missing answer options?

Survey Section: POWER accounts and monthly or annual contributions

INTERVIEWER: Please think about the questions in the POWER account section and how you answered them.

INTERVIEWER: What length of time or time period did you think of when answering the questions?

INTERVIEWER: Did the words “monthly or annually” make the questions clearer or more confusing? Why?

Question #: 16

INTERVIEWER: In question 16, answer “C”, did the word “part” make the question clearer or more confusing? Why?

Question #: 20

INTERVIEWER: In question 20, please tell me in your own words what answer “B” means. What does answer “C” mean?

Question #: 21

INTERVIEWER: What did “use your POWER account” mean to you?

PROBE: What actions were you thinking about for using your POWER account?

Question #: 24

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

Question #: 25, 26, and 27

INTERVIEWER: Did you agree with the definition of “preventive services” or not? Were those examples of what you usually think of as preventive care?

If “Not” → What did “preventive services” mean to you?

How easy or hard was it to think about the difference between “all” or “some” of your preventive services?

INTERVIEWER: When you answered question 27, did you think about all of your preventive services, or only some?

If “Some” → INTERVIEWER: Which ones?

Survey Section: Access

Question #: 29 and 30

INTERVIEWER: What length of time or time period did you think about when answering these questions?

Survey Section: HIP Basic enrolled, formerly HIP Plus enrolled

INTERVIEWER: Please think about the questions in the HIP Basic enrolled, formerly HIP Plus enrolled section and how you answered them.

INTERVIEWER: Did you think about your HIP Basic and HIP Plus coverage experiences together or separately?

INTERVIEWER: How hard was it?

INTERVIEWER: Do you feel you were able to answer the questions about each of your experiences in HIP Basic and HIP Plus?

PROBE: Did you think of your experience in HIP 2.0 as one time, or as two times?

Question #: 39

INTERVIEWER: In question 39, please tell me in your own words what answer “B” means. What does answer “C” mean?

Question #: 40

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

Question #: 41

INTERVIEWER: Did the examples listed in the preventive care answer choice make sense?

INTERVIEWER: *If no:* What do you usually think of as preventive care?

INTERVIEWER: Are there any other examples of preventive care that you think we should include?

INTERVIEWER: Did you think about health care from only your doctor, or did you include other types of health care providers?

INTERVIEWER: Are there any other answer choices you think should be included?

INTERVIEWER: Please look at answer “J”, “dental care and vision (eye) care.” Do you usually think of costs for these services as separate costs, or do you think of them as combined costs?

PROBE: Would you be able to split out your costs for dental and eye care, or not?

Question #: 42 and 43

INTERVIEWER: When you were answering question 42, did you think of “not paying for” transportation and “not getting” transportation as the same idea or two different ideas?

INTERVIEWER: Was this question easy or hard to answer?

INTERVIEWER: How confident are you with your answer?

Survey Section: Demographics/About You

Question #: 55

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