

**Focus Group Telephone Recruitment Script:
Montana HELP Evaluation**

Hello. May I please speak to [Name]?

1) IF YOU REACH [NAME]:

Hi, my name is [redacted]. I'm calling on behalf of the Urban Institute, a research organization in Washington, DC. We have been hired by the U.S. Department of Health and Human Services to conduct a study on the Montana Health and Economic Livelihood Partnership program (also called HELP) under Office of Management and Budget (OMB) control number 0938-NEW.

The reason I'm calling is because we understand that you are currently enrolled in the HELP program and I'd like to invite you to participate in one of our study's focus groups.

Just to confirm, are you currently enrolled in the HELP program, either through the HELP Plan or Montana Medicaid? If you are in the HELP Plan, your Medicaid ID card says "BlueCross BlueShield." If you are in Montana Medicaid, your Medicaid ID card says "Montana Access to Health."

If NO - INELIGIBLE. GO TO INELIGIBLE CLOSING SCRIPT

If YES - Continue

Which Medicaid ID card do you have?

BCBS/HELP Plan _____ Montana Access to Health/Montana Medicaid _____

In these focus groups we will ask HELP enrollees to tell us about their experiences with their health plan. If you are able to participate, we will give you a \$60 gift card to thank you for your participation. We will also provide a light meal during the group and will provide a note explaining why you are taking time away from work if needed. Participation is completely voluntary, will take about 90 minutes of your time, and will not affect your health care or your benefits. Do you have a few minutes for me to tell you more about this?

If YES – Continue

If NO – What would be a good time for me to call you back? [record date/time: [redacted]]

During the focus groups, we will be meeting with HELP enrollees like you to talk about your experiences in the HELP program, including how you heard about it, what you thought of the enrollment process, whether you've found the program affordable, and what your experiences have been getting the care you need. The HELP program gave me your contact information because you have been enrolled for at least 4 months in the program.

But before you agree to be part of one of our focus groups, there are several things you should know.

- First, no one in the HELP program or the government will know who is participating in our focus groups, so your privacy will be protected to the extent permitted by law.
- Second, all of the comments you make during the groups will be kept private to the extent permitted by law and your name will not appear in any report we write based on the focus groups.
- Third, your participation is completely voluntary and there is no penalty or consequence if you decide not to participate.

The focus groups last about 90 minutes and will be held on [date] at [location].

Would you be interested in participating?

If YES — Great! Thanks so much.

The focus group will be conducted in English. Are you comfortable understanding and speaking English? [If YES, proceed, if NO, thank and end]

If slots available in both groups - Which group would you like to sign up for?

[record group date/time: _____]

Do you have an email address where I can send you more details? [record email: _____]

If NO — Okay, no problem. Thanks for your time.

If MAYBE — Can I tell you anything more about the focus group, or answer any of your questions, to help you decide? (See FAQs below.)

FREQUENTLY ASKED QUESTIONS

What is a focus group?

A focus group is an informal small group discussion, led by someone who will take the group through a series of questions that will focus on a particular issue. In this case we will talk about what it's like to have health insurance through the HELP program.

Who is organizing the Focus Group?

The Urban Institute is organizing this meeting as part of a study it is conducting for U.S. Department of Health and Human Services. The study's goal is to better understand how well the HELP program is working for people enrolled.

Where is this meeting?

The group will meet at [location].

When are you meeting?

We will meet on [date] at [time].

How long will this take?

The discussion should last no longer than 90 minutes. We know your time is limited and we will give you a \$60 gift card to thank you for your participation.

Will my information be kept private? Is my information shared with anyone, or can I share information I learn at the group?

Anything you tell us at the focus group will be kept private to the extent permitted by law when we write our research reports. Your name will not appear in any report. Recordings from each focus group will be stored in a secure digital folder so that only the research team can listen to them. Recordings will be destroyed when the project is finished. Our written notes will be stored in a locked office. If you agree to participate in this discussion group, you must also agree to not share anything that other focus group participants talk about after the group, so that their privacy is also protected.

2) IF YOU REACH VOICEMAIL, OR SOMEONE ELSE IN THE HOUSEHOLD:

Hi, my name is [redacted]. I'm calling from the Urban Institute, a research organization in Washington, DC. We have been asked by U.S. Department of Health and Human Services to conduct a study on the Montana Health and Economic Livelihood Partnership (or HELP).

The reason I'm calling is because you are currently enrolled in the HELP program and because I'd like to invite you to participate in one of our study's focus groups! During these groups, we will be meeting with HELP enrollees like you to discuss your experiences under the program, including how you heard about it, what you thought of the enrollment process, whether you've found the program affordable, and what your experiences have been getting the care you need. The HELP program gave me your contact information because you have been enrolled for at least 4 months in the program.

If you don't mind, I will call you back again soon in hopes that we can discuss these focus groups. Then you can decide whether or not you'd like to participate.

If you have any questions, please don't hesitate to call me at [redacted].

Thanks so much, and have a good day.

3) CLOSING FOR INELIGIBLE PROSPECTIVE PARTICIPANTS

Unfortunately, you are not eligible to participate in this project because you are not currently enrolled in the HELP program. Thank you for speaking with me. Have a good day.