

Attachment 12.b. IMD and CMHC Provider Stakeholder Interview Introductory Email from RTI to State Medicaid Director

To: State Medicaid Director

CC: CMCS DDME Analyst, 1115M&E Mailbox

Subject: RTI International Evaluation Section 1115 Serious Mental Illness/Serious Emotional Disturbance Demonstrations

Dear [STATE MEDICAID DIRECTOR],

Thank you for agreeing to help identify institutions of mental disease (IMDs) and community mental health center (CMHC) leadership stakeholders to participate in the section 1115 SMI/SED evaluation. We have listed selection criteria to help guide you in identifying the appropriate stakeholders:

- We are looking to speak with one IMD providing care to individuals with SMI or SED SUD services that can provide
 - information on changes MCOs made to align with the demonstration
 - what impact those changes had on the IMD and Medicaid enrollees
 - [LIST STATE-SPECIFIC CRITERIA]
- We would like to speak with one CMHC that can provide
 - perspective on how care is delivered to Medicaid beneficiaries with SMI or SED
 - information on organizations' operationalized policies and procedures regarding care transitions and care coordination
 - barriers encountered in implementing changes
 - perspectives on the effects these changes have on providers and patients and service provision generally
 - [LIST STATE-SPECIFIC CRITERIA]

Can you help us identify IMDs and CMHCs that meet the criteria listed above? Once you provide recommended IMD and CMHC providers, we will reach out to the providers to ask them to participate in an interview.

We would appreciate if you could connect us with the IMDs and CMHCs directly. We have found that providers are more responsive to such requests if state officials provide an informal introduction between a point of contact and RTI.

We've attached an email template for you to use to reach out to all stakeholders. The email template provides

- an overview of the evaluation,
- a description of the data collection approach,
- topics we will cover during the telephone interview, and
- next steps, including RTI reaching out with a follow-up email to schedule the interview.

We're glad to schedule a brief call to help narrow down what we are looking for or answer questions you may have. We appreciate your help facilitating this important evaluation. Please contact me at [INSERT TEAM LEAD PHONE NUMBER] if you have questions.

Thank you,

RTI SMI Team Lead