

**Attachment 3.b. MCO and Behavioral Health Provider Stakeholder Interview  
Introductory Email from RTI to State Medicaid Director**

To: State Medicaid Director

CC: CMCS Project Officer

Subject: RTI International Evaluation of Section 1115 Substance Use Disorder  
Demonstrations

Dear [STATE MEDICAID DIRECTOR],

Thank you for agreeing to help identify managed care organization (MCO) and behavioral health provider stakeholders to participate in the section 1115 substance use disorder demonstration evaluation. We have listed selection criteria to help guide you in identifying the appropriate stakeholders:

- We are looking to speak with up to four of your MCOs delivering SUD services that can provide
  - information on changes MCOs made to align with the demonstration
  - what impact those changes had on MCOs, providers, and Medicaid enrollees
  - if more than 4 MCOs in the state, those with the largest market share
  - [LIST STATE-SPECIFIC CRITERIA]
- We would like to speak with up to four behavioral health service providers (at least one residential and one non-residential) that can provide
  - perspective on translating payer policies into changes in service delivery
  - information on organizations' operationalized policies and changes leadership made based on their understanding of the SUD demonstration policies
  - barriers encountered in implementing changes
  - perspectives on the effects these changes have on providers and service provision generally
  - [LIST STATE-SPECIFIC CRITERIA]

Can you help us identify MCOs and behavioral health service providers that meet the criteria listed above? Once you provide a list of recommended MCOs and behavioral health service providers, we will choose four of each.

We would appreciate if you could connect us with the MCOs and providers directly. We have found that MCOs and providers are more responsive to such requests if state officials provide an informal introduction between a point of contact and RTI. Upon receipt of a list of recommended organizations and points of contacts, we can confirm our interest in specific organizations.

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. Again, we recognize you are facing unprecedented challenges related to COVID-19 and will work to minimize the burden on you. We appreciate your help facilitating this important evaluation. Please contact me at [INSERT TEAM LEAD PHONE NUMBER] if you have questions.

Thank you,

RTI SUD Team Lead