

DRAFT: HUSKY A Plan Change

This survey will be conducted to contact clients who have called to change MCO plans during the month of April to ensure that the new plan has had a chance to take effect. The plan change survey will be attempted via outbound calling by the Call Center staff. Clients will be asked if they would like to participate in the Customer service survey
NOTE: The survey will be tested on approximately 15 clients prior to implementation. This should allow for any tweaking of the survey to be completed prior to full implementation.

Action:

Prior to the call, the Customer Service Representative will need the HOH ID, the HOH last and first names, the date of the plan change, the plan the client disenrolled from and the plan they enrolled into. This information should be recorded on the customer survey-tracking sheet.

At some point after the completion of the survey, staff will complete the post-interview data elements and enter them on the tracking sheet. The Customer Service Representative will determine by the disenrollment code the reason for the plan change and track how many months the client has been/was in the new plan.

Script:

Hello, may I speak with Mr. or Ms. (HOH name, Insert here). If client is available: Hello Mr. or Ms. (HOH name, insert here) my name is _____, I'm calling from the HUSKY program. we are conducting survey of HUSKY members who have recently changed plans. Do you have a moment to answer a few questions, this will only take a minute or two?

If client will participate in the plan change survey today, proceed with the questions listed below.

Script if the client has indicated they are unable to participate in the survey at this time:

Mr. or Ms. (HOH name, insert here). Thank you for your time today; what would be a more convenient time for us to contact you again?

1a. On (insert date client changed plans), you changed from () managed care health plan to (). Do you recall the reason for changing health plans at that time?

1b. This is a follow up to the above questions and is intended to determine if the issue has been resolved under the new plan and/or to gather further information about the reason for the plan change. The following are sample follow up questions for the most frequently cited plan change reasons:

- PCP left plan: Your PCP was with the (first plan) but left that plan.... And he is with your new plan?
- PCP, Dentist, specialist, hospital, or clinic not in plan: Is your PCP in the new plan? Or Have you been able to find a _____ in the new plan?
- Dissatisfaction: Could you explain what you were dissatisfied with?
- Trouble getting prescriptions: Could you tell me what type of prescriptions you were having trouble getting?

- Better benefits/more benefits: Could you tell me about the better benefits under your new plan?
- Dissatisfaction: Was there something specific that you were dissatisfied with?

2. What source of information did you used to make your plan selection?

- Client's doctor
- HUSKY info line
- Brochures I received from HUSKY
- Friends or relatives
- Had this plan before – Ask if the client recalls the reason they left this plan before
- Saw plan's advertisement (in newspaper or on TV or radio)
- MCO representative
- Other _____(Specify)

3. Do you have any additional comments regarding your reasons for changing plans?

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