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OHA Program Design and Evaluation Services

Number: DMAP IM 14-029

Authorized Signature

Issue Date: 7/22/2014

Topic: Medical Benefits

Subject: OHP health systems transformation client telephone survey to determine client's health conditions, health behaviors and risk factors to begin July 2014

Applies to:

- | | | | |
|-------------------------------------|-------------------------------|-------------------------------------|--|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input checked="" type="checkbox"/> | Area Agencies on Aging | <input checked="" type="checkbox"/> | Aging and People with Disabilities |
| <input type="checkbox"/> | Children, Adults and Families | <input checked="" type="checkbox"/> | Other (please specify): DMAP and AMH staff |
| <input type="checkbox"/> | County DD Program Managers | | |

Message: From late July through October 2014, Oregon Health Authority (OHA) contractors, *Issues and Answers (I&A)*, will conduct a telephone survey of a random sampling of approximately 8,000 Oregon Health Plan (OHP) clients in coordinated care organizations to obtain information on their health, health practices and risk behaviors. About 500 clients will be chosen at random to receive a \$2 dollar incentive (provided by Issues and Answers – not OHP).

I&A (headquartered in Virginia Beach, VA), will mail one of the attached letters (depending on whether they are receiving the incentive or not) to the clients prior to the survey letting them know that **I&A** will later call and ask for their participation. Participation in the survey is voluntary and will NOT affect client benefits.

I&A interviewers will use an instrument based on the Behavioral Risk Factor Surveillance System (BRFSS) questionnaire. Questions cover a range of health-related topics, such as high blood pressure, heart disease and diabetes, alcohol, tobacco and other drug use, dietary practices, and use of cancer screening services. Interviews will take an average of 30 minutes to complete.

Additional **I&A** telephone surveys during the same time will target members who are African American, American Indian/Alaska Native and Asian/Pacific Islander to provide sufficient sample sizes for analysis of these groups.

The FAQ and letters are attached for your help in case a client should call about the survey. Clients are given OHP Client Services telephone number in case they have questions that **I&A** cannot answer.

If clients call you, please encourage them to participate in the survey and assure them that their participation (or non-participation) will NOT affect their OHP eligibility or benefits.

If you have any questions about this information, contact:

Contact(s):	Charles Gallia, PhD, Senior Policy Advisor, Office of Health Analytics , OHA		
Phone:	503-884-3458	Fax:	971-673-2315
E-mail:	Charles.A.Gallia@state.or.us		

827 NE Oregon St. Suite 250
Portland, OR 97232
Phone: 971-673-0589
Fax: 971-673-0590

July 22, 2014

Dear [insert first and last name]:

We are writing to tell you about an important telephone call you will soon receive. You are one of a few clients randomly selected from all Oregon Health Plan (OHP) clients to answer some simple survey questions. You are not required to participate but we would appreciate your help.

The Division of Medical Assistance Programs and Public Health Division have asked a company from Virginia named **Issues and Answers** to conduct the survey. We want to find out about OHP clients' health and health practices. Your answers will help us as we work to improve health care services for OHP clients.

During the next two weeks, interviewers from Issues & Answers will call from telephone number **757-769-7127** on our behalf. If they call at a bad time, please tell them a better time to call back. Survey interviewers will not make a sales pitch of any kind.

Your answers will be kept confidential and private. Whether you choose to answer the questions or not, this will not affect the OHP benefits you get.

Enclosed is a small token of appreciation from Issues & Answers as a way of saying thank you for your time and help.

If you have any questions about the survey, please contact **Charles Gallia, PhD., at 503-884-3458.**

Sincerely,



Bobby Green
Interim Deputy Director
Division of Medical Assistance Programs (DMAP)
Oregon Health Plan (OHP)



Katrina Hedberg, MD, MPH
Oregon Public Health Officer
Office of the State Public Health Director
Oregon Public Health Division

827 NE Oregon St. Suite 250
Portland, OR 97232
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Sincerely,



Bobby Green
Interim Deputy Director
Division of Medical Assistance Programs (DMAP)
Oregon Health Plan (OHP)



Katrina Hedberg, MD, MPH
Oregon Public Health Officer
Office of the State Public Health Director
Oregon Public Health Division

Issues and Answers/Oregon Health Plan (OHP) Survey FAQs – 2014

OHP clients may call concerning the telephone health surveys being conducted by *Issues and Answers* on behalf of the Division of Medical Assistance Programs and Public Health Division. Below are questions clients may have and responses you can provide about the telephone survey.

Note: I & A staff cannot and will not attempt to answer questions about other client concerns not related to this survey. **If clients have other questions or concerns about the OHP, I & A will respond:** “We are not able to answer those types of questions. You may wish to contact OHP Client Services at 1-800-273-0557, available Monday through Friday, 8:00 a.m. - 5:00 p.m.”

Possible client questions if they call you:

I received a letter. What is it about?

The Oregon Health Authority sent this letter to tell you that a company called Issues and Answers will soon call you. We asked Issues and Answers to conduct a telephone survey of a small group of Oregon Health Plan clients. We need the information to help us as we work to improve the health care services we offer.

Why me?

We can't interview all clients so we just picked enough to get the information we need. Your participation means a lot to us.

What kind of questions will be asked?

The survey asks about a range of health-related issues, such as high blood pressure, heart disease and diabetes, alcohol, tobacco and other drug use, dietary practices, and use of cancer screening services.

How will my information be used?

The results of the survey will help us as we work to provide better health care at a lower cost for Oregonians. Your information is confidential and we will not use it for any other purpose.

Am I required to do the survey?

No you are not required. We are asking because we need your information to help the OHP improve services for you. Whether you choose to participate or not, this will NOT affect the benefits you get. If you want to begin the questions, you can stop us at any time and refuse to answer any question you do not want to answer.

How long will it take?

The survey takes about 30 minutes.

Who will be calling me?

A staff member from Issues and Answers will call. Issues and Answers is a research firm with headquarters in Virginia. The Oregon Health Plan (or we) asked Issues & Answers to call and ask the survey questions.

My friend/neighbor received a \$2 bill with the letter but I did not. Why?

Issues and Answers provided the \$2 to a small number of participants as a token of appreciation for their time. Unfortunately, Issues and Answers were not able to include everyone. The money did not come from the OHP but we do appreciate your help.

How did they get my name/number/address?

As an OHP client, your name and contact information was provided only to conduct the survey. Your information is confidential and private, and no one else will be able to tell who answered the questions.

I'm on the Do Not Call List – why are you calling me?

The Do Not Call Registry is for telemarketers who want to sell you something. Since this call is to gain information for public health programs so the Do Not Call Registry doesn't apply.

I'm not interested.

I understand. We strongly encourage you to reconsider before you get the call. Your participation is an important part of the state's ongoing health system transformation to improve the health and well-being of Oregonians. We would greatly appreciate your help by answering the questions in the survey but you do not have to.