

KMMC script and questions (Updated 7-10-2019)

Introduction:

KanCare is the Kansas Medicaid program. It combines health care, like doctor visits, with community long-term services and supports, like help in your home (*NOTE: Modify list based on services received from Medicaid or Medicare*). The KanCare Meaningful Measures Collaborative, or KMMC, is a group of care providers, advocates, researchers, state agency staff and consumers, like you, who want to know more about KanCare. The goal of the KMMC is to help everyone understand what we know about KanCare and to see what we still need to learn.

We have a few questions to ask you today. We're excited for your answers. Anything you say will stay private and will not impact your KanCare services. We'll also give you a handout that has everything we just talked about. The handout includes a link to the KMMC website, telephone number and an email address if you have questions. Thank you for your help!

When you answer these questions, think about all aspects of KanCare. This can include:

- How you receive information or are communicated with about KanCare services;
- The KanCare services that are covered (or not covered);
- The availability of KanCare services in your community;
- The way in which you are treated by service providers, managed care organizations, or others associated with KanCare;
- The extent to which KanCare services improve your health and quality of life.

Questions:

- What matters to you (or people receiving similar services to you) about the KanCare program?
- What problems have you experienced with KanCare?
- What benefits have you experienced with KanCare?
- Is there anything that keeps you from getting your KanCare services? If yes, what keeps you from getting services?
- Is there anything you would change about your KanCare services? If yes, what would you like to change?
- Is there anything you think important to keep the same about KanCare Services? If yes, what would you think important to keep the same?
- What do you wish the Governor knew about KanCare?
- What is the best way to get ideas and opinions from people who use Medicaid/KanCare? How can we get more people involved?