County Evaluation of MCOs: BluePlus

The Minnesota Department of Human Services will soon begin negotiations with health plans for renewal of Managed Care contracts in your county. Your feedback on the service your county recipients receive from Managed Care Organizations (MCOs) will help us prepare for contract negotiations.

It's important that we hear from all counties, so please take a few minutes to provide your feedback on each MCO operating in your county. There are seven services (Elderly Waiver, Chemical Dependency, Adult Mental Health, Children's Mental Health, Public Health, Transportation and Network Adequacy). Your county should complete all service questions for each MCO operating in your County.

You may open of the survey if you wish to review all the questions before beginning the survey, or at any time.

You have three options for completing the survey:

1. One county staff person (e.g. County Director) can complete all surveys online using the links provided. If you need to come back later to finish, just click SAVE. You will be prompted to enter your email address. You will receive a unique link which can be used to complete the survey at a later time. When all sections of the survey are completed, click SUBMIT. This will send your survey data to DHS.

2. The survey link can be forwarded to multiple county staff. They can complete their respective section(s) and click SUBMIT. This will send each individual completed survey section to DHS.

3. One or more County staff can work off of a printed PDF version of the survey. One person compiles and enters the responses into the online survey using the links provided. After responses are entered into the online survey, click SUBMIT to send the completed survey data to DHS.

To navigate between pages, use the BACK and NEXT buttons at the bottom of each page.

DO NOT USE THE BACK ARROW ON YOUR BROWSER.

Select your county:

--Click Here--

Aitkin
Anoka
Becker
Beltrami
Benton
Big Stone
Blue Earth
Brown
Carlton
Carver
Cass
Chippewa
Chisago
Clay
Clearwater
Cook
Cottonwood
Crow Wing
Dakota
Dodge
Douglas
Faribault
Fillmore
Freeborn
Goodhue
Grant
Hennepin
Houston
Hubbard
Isanti
Itasca
Jackson
Kanabec
Kandiyohi
Kittson
Koochiching
Lac qui Parle
Lake
Lake of the Woods
LeSueur
Lincoln
Lyon
McLeod
Mahnomen
Marshall
Martin
Meeker
Mille Lacs
Morrison
Mower
Murray
Nicollet
Nobles
Norman
Olmsted
Otter Tail
Pennington
Pine
Pipestone
Polk

Select your county:

Pope
Ramsey
Red Lake
Redwood
Renville
Rice
Rock
Roseau
St Louis
Scott
Sherburne
Sibley
Stearns
Steele
Stevens
Swift
Todd
Traverse
Wabasha
Wadena
Waseca
Washington
Watonwan
Wilkin
Winona
Wright
Yellow Medicine

Check the service(s) for which you will evaluate BluePlus. (Check all that apply.)

- ☐ *Elderly Waiver*
- ☐ *Chemical Dependency*
- ☐ *Adult Mental Health*
- ☐ *Children's Mental Health*
- ☐ *Public Health*
- ☐ *Transportation*
- ☐ *Network Adequacy*

For Elderly Waiver, indicate how much you agree or disagree with each item. BluePlus ...

	Strongly Agree	*Agree*	*Disagree*	*Strongly Disagree*
... is able to answer your questions accurately and resolve issues in a timely manner (for example, billing and coverage issues).	○	○	○	○
... monitors and ensures appropriate access to services where provider access is limited.	○	○	○	○

Does your County contract with BluePlus for Care Coordination?

- ○ *Yes*
- ○ *No*

All things considered, how satisfied are you with BluePlus in regards to Elderly Waiver?

- ○ *Completely satisfied*
- ○ *Satisfied*
- ○ *Dissatisfied*
- ○ *Completely dissatisfied*

What changes would most improve the Elderly Waiver service you receive from BluePlus?

For Chemical Dependency, indicate how much you agree or disagree with each item. BluePlus ...

	Strongly Agree	*Agree*	*Disagree*	*Strongly Disagree*
... is able to answer your questions accurately and resolve issues in a timely manner (for example, billing and coverage issues).	○	○	○	○
... has an adequate number of chemical dependency providers in network to meet needs of enrollees.	○	○	○	○
... ensures access to sufficient length and level of intensity of treatment services.	○	○	○	○

All things considered, how satisfied are you with BluePlus in regards to Chemical Dependency?

- ○ *Completely satisfied*
- ○ *Satisfied*
- ○ *Dissatisfied*
- ○ *Comletely dissatisfied*

What changes would most improve the Chemical Dependency service you receive from BluePlus?

For Adult Mental Health, indicate how much you agree or disagree with each item. BluePlus ...

	Strongly Agree	*Agree*	*Disagree*	*Strongly Disagree*
... is able to answer your questions accurately and resolve issues in a timely manner (for example, billing and coverage issues).				
... has an adequate number of adult mental health providers in network to meet needs of enrollees.				
... partners with county in identifying gaps and needs in the Mental Health system and planning for system improvements and new services.				
... has adequate transportation services to assist enrollees in accessing needed adult mental health services.				
... assures that adult enrollees' have access to health screenings, routine and preventative health care services.				

All things considered, how satisfied are you with BluePlus in regards to Adult Mental Health?

- *Completely satisfied*
- *Satisfied*
- *Dissatisfied*
- *Completely dissatisfied*

What changes would most improve the Adult Mental Health service you receive from BluePlus?

For Children's Mental Health, indicate how much you agree or disagree with each item. BluePlus ...

	Strongly Agree	*Agree*	*Disagree*	*Strongly Disagree*
... is able to answer your questions accurately and resolve issues in a timely manner (for example, billing and coverage issues).				
... has an adequate number of children's mental health providers in network to meet needs of enrollees.				
... is actively involved in improving the quality of care and service provided to enrollees.				
... has adequate number of culturally competent providers and interpreters to assure access to needed Children's Mental Health services by enrollees from diverse communities.				
... assures that child enrollees' have access to health screenings, routine and preventative health care services.				

All things considered, how satisfied are you with BluePlus in regards to Children's Mental Health?

- *Completely satisfied*
- *Satisfied*
- *Dissatisfied*
- *Completely dissatisfied*

Has BluePlus been involved in any collaborative with the county to address the shortage of psychiatrists, therapists and other mental health professionals? Please explain.

How has BluePlus addressed wait times of enrollees trying to schedule follow-up appointments after intake/diagnostics?

For Public Health, indicate how much you agree or disagree with each item. BluePlus ...

	Strongly Agree	*Agree*	*Disagree*	*Strongly Disagree*
... meets with your county to discuss and develop mutual objectives related to public health priorities.				
... is actively involved in integrating Public Health into their service programs and providing access to these services to enrollees.				
... works collaboratively with the county's Public Health Agency.				

All things considered, how satisfied are you with BluePlus in regards to Public Health?

- *Completely satisfied*
- *Satisfied*
- *Dissatisfied*
- *Completely dissatisfied*

In addition to Public Health goals, i.e. Tobacco Use Prevention and Control, Response to Violence, and Immunizations, what is the County's top Public Health goal? Please identify.

Is there any other Public Health goal(s) that the county would like to collaborate on with BluePlus?

How often does the county meet with BluePlus to discuss Public Health goals?

What Public Health programs would you like to see prioritized in the 2016 contract year?

For Transportation, indicate how much you agree or disagree with each item. BluePlus ...

	Strongly Agree	*Agree*	*Disagree*	*Strongly Disagree*
... has policies and procedures that are clear and easy to follow (for example, billing, how to obtain authorization for service or how to file an appeal).				
... has an adequate number of ambulatory and wheelchair providers in their network to meet the needs of enrollees.				
... is flexible in scheduling rides to meet enrollees' needs (for example, obtaining a ride for hospital discharge).				

All things considered, how satisfied are you with BluePlus in regards to Transportation?

- *Completely satisfied*
- *Satisfied*
- *Dissatisfied*
- *Completely dissatisfied*

What changes would most improve the Transportation service you receive from BluePlus?

For Network Adequacy, indicate how much you agree or disagree with each item. BluePlus ...

	Strongly Agree	*Agree*	*Disagree*	*Strongly Disagree*
... contracts with most of your local providers.	○	○	○	○
... offers adequate range of primary and specialty services that meets the enrollees' needs in your county.	○	○	○	○

All things considered, how satisfied are you with BluePlus in regards to Network Adequacy?

- ○ *Completely satisfied*
- ○ *Satisfied*
- ○ *Dissatisfied*
- ○ *Completely dissatisfied*

How does the county learn about changes to the BluePlus network?

Please include any other areas of concern (e.g., pharmacy, interpreter services, etc.) you may have about the services provided by BluePlus.

Please provide your name and contact information for any clarification that DHS may need regarding this survey.

Survey Respondent Name:

Survey Respondent Title:

Phone #:

Email:

If different than above, please provide the name of a county contact for MCO follow-up.

County Contact Name:

County Contact Title

Phone #:

Email:

Thank you for taking the time to share your opinions.

Please click the button. Thank You!