

DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF DIRECTOR

ACTION REFERRAL

TO <i>Ries</i>	DATE <i>10-17-06</i>
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DIRECTOR'S USE ONLY	ACTION REQUESTED
1. LOG NUMBER <i>000303</i>	<input type="checkbox"/> Prepare reply for the Director's signature DATE DUE _____
2. DATE SIGNED BY DIRECTOR <i>Cleaved 11/6/06, Sunny</i>	<input checked="" type="checkbox"/> Prepare reply for appropriate signature DATE DUE <i>10-23-06</i>
<i>response attached.</i>	<input type="checkbox"/> FOIA DATE DUE _____
	<input type="checkbox"/> Necessary Action DATE DUE _____

APPROVALS (Only when prepared for director's signature)	APPROVE	* DISAPPROVE (Note reason for disapproval and return to preparer.)	COMMENT
1.			
2.			

MATHEMATICA
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Log-Bowling
"Approp. Sign"

October 10, 2006

Robert M. Kerr
Director
Department of Health & Human Services
P.O. Box 8206
Columbia, SC 29202-8206

RECEIVED

OCT 12 2006

Department of Health & Human Services
OFFICE OF THE DIRECTOR

Dear Mr. Kerr:

As we promised by e-mail this week, we have enclosed survey of state experiences in enrolling low-income beneficiaries into the Medicare prescription drug plan that Mathematica Policy Research (MPR) is conducting for the Center for Medicare & Medicaid Services (CMS). This survey is part of a study whose findings will be used by CMS to prepare a report to Congress on best practices in enrolling low-income beneficiaries into the Part D prescription drug benefit and the low-income subsidy (LIS). Your participation in this survey is very important to the success of our study, and to its usefulness to CMS and Congress in improving outreach and enrollment efforts among low-income Medicare beneficiaries.

Each state Medicaid agency, state health insurance information program (SHIP), and state pharmaceutical assistance program (SPAP) in your state has received a copy of this survey. We urge you to have the person **most knowledgeable about Part D and LIS outreach and enrollment** fill out this survey and return it to us by November 10th.

If you have any questions or concerns about the enclosed survey or our study, please contact Allison Barrett at Mathematica Policy Research by phone at 202-554-7516, or by e-mail at abarrett@mathematica-mpr.com. Thank you very much for your help with this important project.

Sincerely,

Jim Verdier

Jim Verdier

Debra Lipson

Debra Lipson

Allison Barrett

Allison Barrett



DEPARTMENT OF HEALTH & HUMAN SERVICES

Centers for Medicare & Medicaid Services

7500 Security Boulevard
Baltimore, MD 21244-1850

Robert M. Kerr
Department of Health & Human Services
P.O. Box 8206
Columbia, South Carolina 29202-8206

Dear Robert M. Kerr,

As you know, the new Medicare Prescription Drug Benefit program that began in January of this year provides Medicare beneficiaries with substantial help in paying for their prescription drugs. In particular, low-income beneficiaries can receive comprehensive coverage at little or no cost through the low-income subsidy program. The Centers for Medicare & Medicaid Services (CMS) is conducting a study to identify best practices in the successful enrollment of low-income Medicare beneficiaries into the Medicare Prescription Drug Benefit Program. Through this study, we seek to understand what particular activities (outreach, partnerships, involvement of key organizations, or others) and at what level(s) (federal, state, local) contribute to effectively enrolling low-income Medicare beneficiaries into this drug benefit program. CMS will use the findings from this study to prepare a report to Congress on the best practices and to improve outreach and education efforts at CMS.

As part of this effort to find effective outreach and enrollment activities, we are sending a mail survey to all state Medicaid and SHIP directors, and to SPAP directors in states that have SPAPs. Your input would be extremely helpful to the research team, and we very much encourage you to respond to the enclosed survey.

Allison Barrett from Mathematica Policy Research (MPR), the company that is conducting this survey for CMS, may contact you to follow up on this mailing. Any information that you and others provide is protected by the Federal Privacy Act and will be held in strict confidence by MPR and CMS.

If you have any questions about this study, please contact Ms. Barrett at (202) 554-7516 or at abarrett@mathematica-mpr.com, or the MPR project director, Beth Stevens, at (609) 716-4542 or at bstevens@mathematica-mpr.com. If you would like to speak with someone at CMS about the study, please contact me, Noemi Rudolph, at (410) 786-6662 or at Noemi.Rudolph@cms.hhs.gov.

ENROLLING LOW-INCOME BENEFICIARIES INTO THE MEDICARE PRESCRIPTION DRUG PROGRAM - SURVEY OF STATE AGENCIES

THIS SURVEY WAS SENT TO:

Robert M. Kerr
Department of Health & Human Services
P.O. Box 8206
Columbia, South Carolina 29202-8206

IF ABOVE CONTACT INFORMATION IS INCORRECT,
PLEASE MAKE CORRECTIONS DIRECTLY ON LABEL.

PURPOSE OF THE SURVEY:

The Centers for Medicare & Medicaid Services (CMS) has contracted with Mathematica Policy Research to conduct a survey to identify best practices for the successful enrollment of low-income Medicare beneficiaries into the Medicare Part D prescription drug program and the low-income subsidy (LIS) that provides extra financial help. For purposes of this survey, LIS-eligible includes dual eligibles as well as those not receiving Medicaid, but who are eligible or potentially eligible for full or partial subsidies of Part D cost-sharing requirements because of limited income and resources. Each Medicaid office and state health insurance assistance program (SHIP) in your state has received this survey, as well as the state pharmaceutical assistance program (SPAP) if your state has one.

Your responses will help us to identify potential best practices and the factors that make them effective in identifying and educating LIS-eligibles about the Medicare prescription drug program, and enrolling them into Part D plans or the LIS program. The survey results will also provide CMS and other states with valuable information that they can use in designing outreach and communication campaigns in subsequent open enrollment periods to identify low-income beneficiaries and inform them of this significant benefit.

Please have the person in your agency or program most knowledgeable about Medicare Part D outreach and education activities complete this survey and return it by November 10th. If an SPAP wishes to have another agency complete this survey, or believes it is not appropriate to fill it out, please inform Allison Barrett at Mathematica Policy Research by phone (202-554-7516) or e-mail (abarrett@mathematica-mpr.com). You may also contact Allison with any other questions or concerns.

An electronic version of this survey can be downloaded from survey.mathematica-mpr.com.

Completed surveys can be returned to Mathematica Policy Research, ATTN: Allison Barrett, 600 Maryland Avenue SW, Suite 550, Washington, DC 20024, or faxed to (202) 863-1763, or e-mailed to abarrett@mathematica-mpr.com.

Thank you.

Person Completing this Form: ☐ Same as above

If different from above:

Name:

(First)

(Last)

Title:

Agency:

Telephone Number: () - - - - - Extension: - - - - -

E-mail Address:

@

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-0996. The time required to complete this information collection is estimated to average 30 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

Throughout this survey, we use the term 'LIS-eligibles.' This refers to people eligible or potentially eligible for the Medicare Prescription Drug Program's Low-Income Subsidy, including the following:

- (1) dual eligibles (for both Medicare and Medicaid);
- (2) Medicare Savings Program (MSP) enrollees, i.e. those who receive Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB) or Qualified Individual (QI) benefits in your state;
- (3) state pharmaceutical assistance program (SPAP) participants;
- (4) LIS-eligibles residing in institutional settings or their families or legal representatives; and
- (5) all others with limited incomes and resources who qualify or potentially qualify for extra help (the low-income subsidy) in the Medicare Prescription Drug Coverage Program.

PART I. USE OF NATIONAL MEDICARE PRESCRIPTION DRUG COVERAGE EDUCATIONAL RESOURCES

1. We would like to know about your agency or program's use of Medicare Prescription Drug Coverage Program information or resources from the following organizations or coalitions. For each of the following, please rate the value of their resources to your Part D or LIS education and outreach efforts by checking the applicable box. If you have not used the resources of a particular organization or coalition, check the far right hand column under 'Did not use'.

	CHECK ONLY ONE BOX PER ROW				
	Very Valuable	Valuable	Slightly Valuable	Not Valuable	Did Not Use
a. AARP (national, state or regional offices)	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
b. Access to Benefits Coalition (ABC/National Council on the Aging) .	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
c. CMS Medicare website (www.medicare.gov) and Part D plan finder	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
d. CMS State and Partner Resources available on the CMS website, e.g. factsheets, toolkits, conference calls, etc.	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
e. Health Assistance Partnership (Families USA).....	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
f. Medicare Today (Healthcare Leadership Council).....	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴

CHECK ONLY ONE BOX PER ROW					
	Very Valuable	Valuable	Slightly Valuable	Not Valuable	Did Not Use
g. Medicare Rx Education Network (chaired by former Sen. Breaux)	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
h. Medicare Rx - Drug Benefit Outreach and Education Project (n4A/NASUA) .	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
i. Organizations of State Officials, (e.g., Nat'l Governors Association, Nat'l Assoc. of State Medicaid Directors, Nat'l Conf of State Legislatures)	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
j. SHIP Resource Center	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
k. Social Security Administration	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
l. Other (please specify): _____	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴

1a. Which resources, tools, materials, or ideas offered by these organizations have been *most* useful or valuable to your education and outreach efforts? In the space provided, please specify the organization and/or coalition and the resource it provided that was most useful or valuable.

Name of Organization or Coalition	Most Useful or Valuable Resource
_____ ↑	_____
_____ ↑	_____
_____ ↑	_____
_____ ↑	_____
_____ ↑	_____

PART II. PARTNERSHIPS WITH FEDERAL AND STATE AGENCIES, AND WITH PRIVATE ORGANIZATIONS

2. Since the summer of 2005, has your agency or program worked with federal or regional CMS offices in conducting education and outreach to LIS-eligibles about the Medicare Prescription Drug Coverage program?

☐¹ Yes ➔ **ANSWER QUESTION 2a BELOW**
☐⁰ No ➔ **GO TO QUESTION 3**
☐⁻¹ Don't know ➔ **GO TO QUESTION 3**

- 2a. How has your agency or program worked with CMS?

CHECK ALL THAT APPLY

- ☐¹ Transitioning dual eligibles to Medicare Prescription Drug Coverage plans, (e.g., plan switches, formularies, first-fills, etc.)
☐² Coordinating SPAP with Medicare Prescription Drug Coverage
☐³ Sorting out CMS/state data inconsistencies or problems with auto-enrollment of dual eligibles, or facilitated enrollment for other LIS enrollees
☐⁴ Staying updated on plan formularies
☐⁵ Other (please specify): _____

3. Since the summer of 2005, has your agency or program worked with federal, regional or local offices of the Social Security Administration (SSA) in conducting education and outreach to LIS-eligibles about the low-income subsidy program?

☐¹ Yes ➔ **ANSWER QUESTION 3a BELOW**
☐⁰ No ➔ **GO TO QUESTION 4**
☐⁻¹ Don't know ➔ **GO TO QUESTION 4**

- 3a. How have you worked with SSA?

CHECK ALL THAT APPLY

- ☐¹ Distribution of LIS application forms
☐² Clarifying LIS eligibility rules
☐³ Resolving problems with individual LIS applications
☐⁴ Conducting joint education and outreach mailings or events
☐⁵ Using SSA leads to reach those potentially eligible for Medicare Savings Programs
☐⁶ Other (please specify): _____

4. With which state agencies, other than your own, do you communicate or coordinate education and outreach to LIS-eligibles about the Medicare Prescription Drug Coverage program?

CHECK ALL THAT APPLY

- ☐¹ SHIP
☐² SPAP (if your state has one)
☐³ State Unit on Aging (if separate from the SHIP)
☐⁴ State Health Department (if separate from Medicaid)
☐⁵ Medicaid agency
☐⁶ Other state agency (please specify): _____
☐⁷ We don't coordinate with other state agencies ➔ **GO TO QUESTION 7**

5. Which mechanisms does your agency or program use to communicate or coordinate outreach and education activities with other state agencies for LIS-eligibles?

CHECK ALL THAT APPLY

- ☐¹ Interagency workgroups
☐² Interagency Memoranda of Understanding to define roles and responsibilities
☐³ Designation of key contact persons at each agency or program for different types of functions, problems, or complaints
☐⁴ Data sharing agreements
☐⁵ Preparation of joint reports or status updates
☐⁶ Common calendar listing all events
☐⁷ Other (please specify): _____

6. How beneficial is the communication or coordination across state agencies to your agency or program outreach to and education of LIS-eligibles about the Medicare Prescription Drug Coverage program?

☐¹ Very beneficial ☐² Beneficial ☐³ Slightly beneficial ☐⁴ Not at all beneficial

7. Does your agency or program participate in state or local coalitions or partnerships with **private organizations** to coordinate outreach and education about the Medicare Prescription Drug Coverage and LIS programs?

☐¹ Yes ➔ **ANSWER QUESTIONS 7a & 7b BELOW**
☐⁰ No ➔ **GO TO QUESTION 8**
☐⁻¹ Don't know ➔ **GO TO QUESTION 8**

7a. Please list up to four state or local coalitions or partnerships that your agency or program is **most** actively involved in, and the corresponding lead organizations for each:

Name of Coalition or Partnership	Lead Organization(s)
_____	_____ ➔
_____	_____ ➔
_____	_____ ➔
_____	_____ ➔
_____	_____ ➔

7b. Considering the coalitions or partnerships you listed in 7a, how beneficial have they been to your agency/program's LIS-eligible education and outreach efforts?

☐¹ Very beneficial ☐² Beneficial ☐³ Slightly beneficial ☐⁴ Not at all beneficial

PART III. FUNDING, STAFF, AND VOLUNTEERS FOR LIS EDUCATION & OUTREACH

8. Other than federal SHIP grant or SPAP transitional grant funds, did your agency or program receive any additional money or in-kind resources, e.g. from state government or private sources, to help with Medicare Prescription Drug Coverage Program education, outreach, or help with enrollment for LIS-eligibles since the summer of 2005?

☐¹ Yes
☐⁰ No
☐⁻¹ Don't know

9. Since the fall of 2005, did your agency or program hire additional temporary or permanent staff to focus primarily on Medicare Prescription Drug Coverage Program enrollment, education, and outreach for LIS-eligibles?

☐¹ Yes
☐⁰ No
☐⁻¹ Don't know

10. Did or does your agency or program use volunteers to help with outreach and education for LIS-eligibles?

☐¹ Yes ➔ **ANSWER QUESTION 10a BELOW**
☐⁰ No ➔ **GO TO QUESTION 11**
☐⁻¹ Don't know ➔ **GO TO QUESTION 11**

10a. Approximately how many agency-organized volunteers were involved in LIS-related education and outreach since the fall of 2005? If the same persons volunteered on different occasions or at different times, please only count them once (i.e., unduplicated count).

_____ (number of volunteers)

PART IV. EDUCATION AND OUTREACH ACTIVITIES TARGETED TO LIS-ELIGIBLE BENEFICIARIES

11. At any time since the summer of 2005, has your agency or program sent **direct mailings** to LIS-eligibles?

- ☐¹ Yes ➡ **ANSWER QUESTIONS 11a THROUGH 11e BELOW**
☐⁰ No ➡ **GO TO QUESTION 12**
☐⁻¹ Don't know ➡ **GO TO QUESTION 12**

11a. Approximately how many sets of mailings has your agency or program sent to LIS-eligibles? Please consider a 'set' to be one that has a focus or purpose that is distinct from other 'sets' of mailings that have different purposes or foci.

- ☐¹ Less than 5 sets ☐³ Between 11 and 20 sets
☐² Between 5 and 10 sets ☐⁴ More than 20 sets

11b. About how many individual letters to LIS-eligibles has your agency or program sent since the summer of 2005?

- ☐¹ Under 5,000 ☐⁴ Between 100,000 and 499,999
☐² Between 5,000 and 9,999 ☐⁵ Between 500,000 and 1 million
☐³ Between 10,000 and 99,999 ☐⁶ Over 1 million

11c. To which categories of LIS-eligibles were direct mailings sent?

CHECK ALL THAT APPLY

- ☐¹ Full dual eligibles (Medicare and Medicaid)
☐² LIS-eligibles residing in institutional settings or their families or legal representatives
☐³ Medicare Savings Program eligibles (QMBs, SLMBs, or QIs)
☐⁴ SPAP enrollees or members, or potential new SPAP enrollees
☐⁵ Others eligible for Low-Income Subsidy
☐⁶ Other (please specify): _____

- ☐⁷ We did not distinguish between groups when doing our direct mailings

11d. Have mailings been specially adapted for any of the following groups?

CHECK ALL THAT APPLY

- ☐¹ Individuals who are visually impaired
☐² Individuals who are cognitively impaired
☐³ Individuals who do not speak or read English
☐⁴ Individuals with low literacy levels
☐⁵ Other individuals (please specify): _____

11e. What type of information was provided in the direct mail letters?

CHECK ALL THAT APPLY

- ☐¹ General information on the Medicare Prescription Drug Coverage and LIS programs
- ☐² Change in prescription drug coverage to Medicare and how to change plans if auto-enrolled
- ☐³ Eligibility requirements for low-income subsidies for non-dual eligibles
- ☐⁴ Comparative information on Medicare Prescription Drug Coverage plans available in your state and how to enroll
- ☐⁵ How to get assistance with LIS application
- ☐⁶ What to do about problems with Part D plan benefits, premiums or copays
- ☐⁷ Other (please specify): _____
- _____
- _____

12. At any time since the summer of 2005, has your agency or program operated, on its own or as part of a coalition or partnership, a **telephone number/hotline/call-in center** that counsels LIS-eligibles about the Medicare prescription drug or LIS programs?

☐¹
☐²

Yes, we have a special telephone number/hotline/call center dedicated to Part D
Our telephone number/hotline/call center answers all types of Medicare questions

ANSWER QUESTIONS 12a THROUGH 12d BELOW

- ☐⁰ No ➔ **GO TO QUESTION 13**
- ☐⁻¹ Don't know ➔ **GO TO QUESTION 13**

12a. Approximately how many calls have been answered by the hotline/call-in center related to the Part D and LIS programs since the summer of 2005?

- ☐¹ Fewer than 25,000 ☐⁴ Between 100,000 and 499,999
- ☐² Between 25,000 and 49,999 ☐⁵ Between 500,000 and 1 million
- ☐³ Between 50,000 and 99,999 ☐⁶ Over 1 million

12b. Which of the following groups are targeted by the hotline/call-in center?

CHECK ALL THAT APPLY

- ☐¹ Full dual eligibles (Medicare and Medicaid)
- ☐² LIS-eligibles residing in institutional settings or their families or legal representatives
- ☐³ Medicare Savings Program eligibles (QMBs, SLMBs, or QIs)
- ☐⁴ SPAP enrollees or members, or potential new SPAP enrollees
- ☐⁵ Others eligible for Low-Income Subsidy
- ☐⁶ Other (please specify): _____
- _____
- _____

- ☐⁷ Our telephone help line or call center is available to all groups
- _____

12c. Has the telephone hotline/call-in center made special accommodations for any of the following groups?

CHECK ALL THAT APPLY

- ☐¹ Individuals who are hearing-impaired
☐² Individuals who are cognitively impaired
☐³ Individuals who do not speak English
☐⁴ Other individuals (please specify): _____

12d. Information or assistance on which of the following topics is available through the telephone number/hotline/call-in center provide?

CHECK ALL THAT APPLY

- ☐¹ General information on the Medicare Prescription Drug Coverage and LIS programs
☐² Change in prescription drug coverage to Medicare and how to change plans if auto-enrolled
☐³ Eligibility requirements for low-income subsidies
☐⁴ Comparative information on Medicare Prescription Drug Coverage plans available in your state and enrollment assistance
☐⁵ Assistance with LIS application
☐⁶ What to do about problems with Part D plan benefits, premiums or copays
☐⁷ Other (please specify): _____

13. At any time since the summer of 2005, has your agency or program, on its own or as part of a coalition or partnership, conducted **media/public awareness campaigns** specifically targeted to the LIS-eligibles in your state?

- ☐¹ Yes ➡ **ANSWER QUESTIONS 13a THROUGH 13e BELOW**
☐⁰ No ➡ **GO TO QUESTION 14**
☐⁻¹ Don't know ➡ **GO TO QUESTION 14**

13a. Which media were used in the campaign?

CHECK ALL THAT APPLY

- ☐¹ Newspaper ads (dailies, weeklies or specialized, e.g. non-English)
☐² Radio ads
☐³ TV ads (network or cable)
☐⁴ Local or regional journals and magazines
☐⁵ Pamphlets or brochures
☐⁶ Posters in public transportation systems (bus, subway, etc.)
☐⁷ Posters or brochures in senior housing, senior centers, physician offices, etc.
☐⁸ Production or distribution of informational video programs
☐⁹ Internet or the Web
☐¹⁰ Other (please specify): _____

14. At any time since the summer of 2005, has your agency or program operated a **website**, on its own or as part of a coalition or partnership, apart from those operated by CMS or SSA, to help educate LIS-eligibles about the Medicare Prescription Drug Coverage Program?

☐¹ Yes ➡ **ANSWER QUESTION 14a BELOW**
☐⁰ No ➡ **GO TO QUESTION 15**
☐⁻¹ Don't know ➡ **GO TO QUESTION 15**

14a. What is the web address or URL for the website? _____

15. At any point since the summer of 2005, has your agency or program's staff or volunteers provided **in-person one-on-one counseling or enrollment assistance** to LIS-eligible individuals, beyond what is available from the telephone hotline/call-in center?

☐¹ Yes ➡ **ANSWER QUESTIONS 15a THROUGH 15e BELOW**
☐⁰ No ➡ **GO TO QUESTION 16**
☐⁻¹ Don't know ➡ **GO TO QUESTION 16**

- 15a. About how many people have been counseled or assisted in-person since the summer of 2005?

☐¹ Fewer than 1,000 ☐⁴ Between 10,000 and 49,999
☐² Between 1,000 and 4,999 ☐⁵ Between 50,000 and 99,999
☐³ Between 5,000 and 9,999 ☐⁶ Over 100,000

- 15b. Which of the following groups are targeted for in-person counseling/assistance?

CHECK ALL THAT APPLY

☐¹ Full dual eligibles (Medicare and Medicaid)
☐² LIS-eligibles residing in institutional settings or their families or legal representatives
☐³ Medicare Savings Program eligibles (QMBs, SLMBs, or QIs)
☐⁴ SPAP enrollees or members, or potential new SPAP enrollees
☐⁵ Others eligible for Low-Income Subsidy
☐⁶ Other (please specify): _____

- 15c. Is the in-person counseling/assistance available throughout the state or just in certain regions?

☐¹ Throughout the state
☐² Just in certain regions within the state
☐³ Some throughout the state and some in regions

15d. Is the in-person counseling/assistance specially adapted for any of the following groups?

CHECK ALL THAT APPLY

- ☐¹ Individuals who are visually impaired
☐² Individuals who are hearing-impaired
☐³ Individuals who are cognitively impaired
☐⁴ Individuals who do not speak or read English
☐⁵ Individuals who are homebound or reside in nursing or group homes
☐⁶ Other (please specify): _____

15e. During in-person counseling/assistance sessions, information or help on which of the following topics is available?

CHECK ALL THAT APPLY

- ☐¹ General information on the Medicare Prescription Drug Coverage and LIS programs
☐² Change in prescription drug coverage to Medicare and help in changing plans if auto-enrolled
☐³ Eligibility requirements for low-income subsidies
☐⁴ Comparative information on Medicare Prescription Drug Coverage plans available in your state and enrollment assistance
☐⁵ Assistance with LIS application
☐⁶ What to do about problems with Part D plan benefits, premiums or copays
☐⁷ Other (please specify): _____

16. At any point since the summer of 2005, has your agency or program organized or participated in **on-site events** to provide education to LIS-eligibles about the Medicare Prescription Drug Coverage and LIS programs, or to help them enroll or apply?

Examples include enrollment fairs, town hall meetings, and informational meetings at senior centers, nursing facilities, assisted living or independent living residences, health care facilities, low-income housing complexes, pharmacies, and other locations.

- ☐¹ Yes ➡ **ANSWER QUESTIONS 16a THROUGH 16e BELOW**
☐⁰ No ➡ **GO TO QUESTION 17**
☐⁻¹ Don't know ➡ **GO TO QUESTION 17**

16a. About how many events has your agency sponsored or participated in since summer 2005?

- ☐¹ Fewer than 50 events ☐⁴ Between 500 and 999 events
☐² Between 50 and 99 events ☐⁵ Between 1000 and 5,000 events
☐³ Between 100 and 499 events ☐⁶ Over 5,000 events

16b. Have these on-site events been held throughout the state or just in certain regions?

- ☐¹ Throughout the state
☐² Just in certain regions within the state
☐³ Some throughout the state and some in regions

16c. Which of the following groups are targeted for the on-site events?

CHECK ALL THAT APPLY

- ☐¹ Full dual eligibles (Medicare and Medicaid)
☐² LIS-eligibles residing in institutional settings or their families or legal representatives
☐³ Medicare Savings Program eligibles (QMBs, SLMBs, or QIs)
☐⁴ SPAP enrollees or members, or potential new SPAP enrollees
☐⁵ Others eligible for Low-Income Subsidy
☐⁶ Other (please specify): _____

16d. Are on-site events specially adapted for any of the following groups?

CHECK ALL THAT APPLY

- ☐¹ Individuals who are visually impaired
☐² Individuals who are hearing-impaired
☐³ Individuals who are cognitively impaired
☐⁴ Individuals who do not speak or read English
☐⁵ Individuals who reside in nursing or group homes
☐⁶ Other individuals (please specify): _____

16e. During the on-site events, information or help on which of the following topics is available?

CHECK ALL THAT APPLY

- ☐¹ General information on the Medicare Prescription Drug Coverage and LIS programs
☐² Change in prescription drug coverage to Medicare and help in changing plans if auto-enrolled
☐³ Eligibility requirements for low-income subsidies
☐⁴ Comparative information on Medicare Prescription Drug Coverage plans available in your state and enrollment assistance
☐⁵ Assistance with LIS application
☐⁶ What to do about problems with Part D plan benefits, premiums or copays
☐⁷ Other (please specify): _____

17. Other than those mentioned already, did your agency or program use any other methods to inform, educate or help LIS-eligible Medicare beneficiaries understand and enroll in LIS or Part D plans?

☐¹ Yes ➡ **ANSWER QUESTION 17a BELOW**
☐⁰ No ➡ **GO TO QUESTION 18**
☐⁻¹ Don't know ➡ **GO TO QUESTION 18**

- 17a. Briefly describe the activity (or activities), to which group they were targeted (if any), how many times they occurred, what type of information or assistance was provided, and, which partner organizations were involved if any:

18. Please rate the effectiveness of all of your agency or program's Part D and LIS outreach and education efforts in achieving the following goals for your target group of Medicare beneficiaries.

In the scale below, '1' means not effective at all and '10' means 'most effective'. If you did not focus outreach or education on a particular area, check the far right hand column under 'No focus in this area'.

Goal	Not Effective At All	Most Effective										No Focus in This Area
a. Informing your agency or program's targeted LIS-eligible population about Medicare Part D and its effect on their current prescription drug coverage	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>		<input type="checkbox"/> ⁴
b. Finding and helping non dual enrollee LIS-eligible individuals to complete and submit an LIS application.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>		<input type="checkbox"/> ⁴
c. Making sure SPAP enrollees applied for LIS or enrolled in a Part D plan.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>		<input type="checkbox"/> ⁴
d. Helping your LIS-eligible target population choose and enroll in a Medicare prescription drug plan	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>		<input type="checkbox"/> ⁴

19. Please rate the effectiveness of the following methods used by your agency or program in achieving the goals of your agency or program's Part D and LIS-related outreach and education to your target group of Medicare beneficiaries.

In the following scale, '1' means not effective at all and '10' means 'most effective'. If you did not use a particular method, check the far right hand column under 'Did not use'.

Method	Not Effective At All										Most Effective										Did Not Use
	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
a. Direct mailings.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											<input type="checkbox"/> -4
b. Telephone help lines or phone-based enrollment centers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											<input type="checkbox"/> -4
c. Coordinated media campaigns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											<input type="checkbox"/> -4
d. Website to supplement CMS website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											<input type="checkbox"/> -4
e. One-on-one counseling in person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											<input type="checkbox"/> -4
f. On-site events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											<input type="checkbox"/> -4
g. Other (please specify): _____ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											<input type="checkbox"/> -4

20. Do you think there are activities or methods that have been particularly effective in reaching and educating people who are 'hard-to-reach' about the extra financial help available to them through the LIS program, whether or not your agency or program conducted these activities? (The "hard-to-reach" group includes low-income Medicare beneficiaries *not* enrolled in other public benefit programs such as Medicaid, Medicare Savings Programs, and pharmaceutical assistance programs.)

☐¹ Yes ➔ **ANSWER QUESTION 20a BELOW**
☐⁰ No ➔ **GO TO QUESTION 21**
☐⁻¹ Don't know ➔ **GO TO QUESTION 21**

- 20a. What are these activities or methods, and why are they particularly effective in educating and helping "hard-to-reach" low-income Medicare beneficiaries apply for and enroll in LIS? (If you prefer to explain this by phone, please call Allison Barrett at 202-554-7516)

PART V. EDUCATION & OUTREACH TARGETED TO PROFESSIONALS AND OTHER INTERMEDIARIES

21. Which of the following *professional or other intermediaries* has your agency or program targeted for education and outreach regarding the Medicare Prescription Drug Coverage and LIS programs?

CHECK ALL THAT APPLY

<input type="checkbox"/> ¹ Physicians	<input type="checkbox"/> ¹² Social service agency directors
<input type="checkbox"/> ² Nurses	<input type="checkbox"/> ¹³ Financial advisors or tax preparers
<input type="checkbox"/> ³ Social workers	<input type="checkbox"/> ¹⁴ Health insurance plan administrators
<input type="checkbox"/> ⁴ Hospital managers	<input type="checkbox"/> ¹⁵ Insurance brokers or agents
<input type="checkbox"/> ⁵ Nursing Home or Rehab Center administrators	<input type="checkbox"/> ¹⁶ Faith-based or religious leaders
<input type="checkbox"/> ⁶ Home health or home care managers	<input type="checkbox"/> ¹⁷ Family members or caregivers
<input type="checkbox"/> ⁷ Community health center or clinic directors	<input type="checkbox"/> ¹⁸ Elected officials or staff
<input type="checkbox"/> ⁸ Pharmacy managers	<input type="checkbox"/> ¹⁹ Other (please specify): _____
<input type="checkbox"/> ⁹ Pharmacists	<input type="checkbox"/> ²⁰ Don't know
<input type="checkbox"/> ¹⁰ Senior Center directors	<input type="checkbox"/> ²¹ We don't do targeted education or outreach for professional or other intermediaries → GO TO QUESTION 25
<input type="checkbox"/> ¹¹ Senior or independent living housing managers	

22. What types of activities were or are still being conducted to inform these professionals or intermediaries about the Medicare Prescription Drug Coverage and LIS programs?

CHECK ALL THAT APPLY

<input type="checkbox"/> ¹ Direct mailings
<input type="checkbox"/> ² Phone lines or call-in centers
<input type="checkbox"/> ³ Telephone, video, or webcast conferences
<input type="checkbox"/> ⁴ Pamphlets and brochures
<input type="checkbox"/> ⁵ Website for professionals, or section of a website
<input type="checkbox"/> ⁶ Presentations at professional or association conferences
<input type="checkbox"/> ⁷ Exhibit booths at professional or association conferences
<input type="checkbox"/> ⁸ Articles on print journals or newsletters
<input type="checkbox"/> ⁹ Notices on electronic newsletters or e-mail list-serves
<input type="checkbox"/> ¹⁰ Other (please specify): _____

23. Please rate the effectiveness of all of your agency or program's LIS-related outreach and education with *professionals and other intermediaries* in achieving the following goals.

In the following scale, '1' means not effective at all and '10' means 'most effective'. If you did not focus outreach or education on a particular area, check the far right hand column under 'No focus in this area'.

Goal	Not Effective At All	Most Effective										No Focus in This Area
a. Informing our LIS-eligible target population about Medicare Part D and its effect on their existing prescription drug coverage.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
b. Finding and helping non-dual enrollee LIS-eligible individuals to complete and submit an LIS application	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
c. Making sure SPAP enrollees applied for LIS or enrolled in a Part D plan	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
d. Helping our LIS-eligible target population choose and enroll in a Medicare prescription drug plan.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	

24. Please rate the effectiveness of the following methods in achieving the goals of your agency or program's LIS-related outreach and education with *professionals and other intermediaries*.

In the following scale, '1' means not effective at all and '10' means 'most effective'. If you did not use a particular method, check the far right hand column under 'Did not use'.

Method	Not Effective At All	Most Effective										Did Not Use
a. Direct mailings.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
b. Phone help lines.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
c. Websites.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
d. Presentations or exhibit booths at professional/association conferences	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
e. Articles in print journals or newsletters	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
f. Notices on electronic newsletters or e-mail list-serves	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
g. Teleconferences or other video or webcasts	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
h. Pamphlets or booklets.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
i. Other (please specify): _____	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	

PART VI. EVALUATION ACTIVITIES

25. At any time since the summer of 2005, has your agency or program evaluated the effectiveness of its outreach and education efforts for the Medicare Prescription Drug Coverage and LIS programs by, for example, collecting data to measure how effective various activities or methods were in finding and enrolling your target group of LIS-eligibles into Part D plans or LIS?

☐¹ Yes ➡ **ANSWER QUESTION 25a BELOW**
☐⁰ No ➡ **GO TO QUESTION 26**
☐⁻¹ Don't know ➡ **GO TO QUESTION 26**

25a. Who can we call to get more information about your evaluation and its results?

If someone other than the person completing this survey is better able to answer questions about these evaluation efforts and findings, please let us know who it is and how to reach them:

Name: _____ (First) _____ (Last)
Title: _____
Telephone Number: (____) - ____ - ____ Extension: ____
E-mail Address: _____ @ _____

Part VII. FOLLOW-UP CALLS AND QUESTIONS

26. Please provide the name and contact information of someone in your agency or program (if not the person completing this survey) who is knowledgeable about education and outreach to LIS-eligible seniors and can respond to follow-up calls and questions:

Name: _____ (First) _____ (Last)
Title: _____
Telephone Number: (____) - ____ - ____ Extension: ____
E-mail Address: _____ @ _____

Preferred Mode of Contact : ☐¹ Telephone
☐² E-mail
☐³ Either telephone or email

Please return the completed form to:

Mathematica Policy Research, Inc.
600 Maryland Ave., SW, Suite 550
Washington, DC 20024-2512
ATTN: Allison Barrett

If you have questions, please contact:

Allison Barrett
Phone: (202) 554-7516
FAX: (202) 863-1763
E-mail: abarrett@mathematica-mpr.com

THANK YOU FOR YOUR TIME AND EFFORT!

303 ✓
Cleared 11/6/04

ENROLLING LOW-INCOME BENEFICIARIES INTO THE MEDICARE PRESCRIPTION DRUG PROGRAM - SURVEY OF STATE AGENCIES

THIS SURVEY WAS SENT TO:

Robert M. Kerr
SC DHHS
P.O. Box 8206
Columbia, SC 29202
803-898-2504

IF ABOVE CONTACT INFORMATION IS INCORRECT,
PLEASE MAKE CORRECTIONS DIRECTLY ON LABEL.

PURPOSE OF THE SURVEY:

The Centers for Medicare & Medicaid Services (CMS) has contracted with Mathematica Policy Research to conduct a survey to identify best practices for the successful enrollment of low-income Medicare beneficiaries into the Medicare Part D prescription drug program and the low-income subsidy (LIS) that provides extra financial help. For purposes of this survey, LIS-eligible includes dual eligibles as well as those not receiving Medicaid, but who are eligible or potentially eligible for full or partial subsidies of Part D cost-sharing requirements because of limited income and resources. Each Medicaid office and state health insurance assistance program (SHIP) in your state has received this survey, as well as the state pharmaceutical assistance program (SPAP) if your state has one.

Your responses will help us to identify potential best practices and the factors that make them effective in identifying and educating LIS-eligibles about the Medicare prescription drug program, and enrolling them into Part D plans or the LIS program. The survey results will also provide CMS and other states with valuable information that they can use in designing outreach and communication campaigns in subsequent open enrollment periods to identify low-income beneficiaries and inform them of this significant benefit.

Please have the person in your agency or program most knowledgeable about Medicare Part D outreach and education activities complete this survey and return it **by November 10th**. If an SPAP wishes to have another agency complete this survey, or believes it is not appropriate to fill it out, please inform Allison Barrett at Mathematica Policy Research by phone (202-554-7516) or e-mail (abarrett@mathematica-mpr.com). You may also contact Allison with any other questions or concerns.

An electronic version of this survey can be downloaded from survey.mathematica-mpr.com.

Completed surveys can be returned to Mathematica Policy Research, ATTN: Allison Barrett, 600 Maryland Avenue SW, Suite 550, Washington, DC 20024, or faxed to (202) 863-1763, or e-mailed to ABarrett@mathematica-mpr.com.

Thank you.

Person Completing this Form: ☐ Same as above

If different from above:

Name: Alicia Jacobs
(First) (Last)

Title: Bureau Chief

Agency: South Carolina Department of Health and Human Services

Telephone Number: (803) 898-2635 Extension:

E-mail Address: jacobs@scdhhs.gov

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-0996. The time required to complete this information collection is estimated to average 30 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

Throughout this survey, we use the term 'LIS-eligibles'. This refers to people eligible or potentially eligible for the Medicare Prescription Drug Program's Low-Income Subsidy, including the following:

- (1) dual eligibles (for both Medicare and Medicaid);
- (2) Medicare Savings Program (MSP) enrollees, i.e. those who receive Qualified Medicare Beneficiary (QMB), Specified Low-Income Medicare Beneficiary (SLMB) or Qualified Individual (QI) benefits in your state;
- (3) state pharmaceutical assistance program (SPAP) participants;
- (4) LIS-eligibles residing in institutional settings or their families or legal representatives; and
- (5) all others with limited incomes and resources who qualify or potentially qualify for extra help (the low-income subsidy) in the Medicare Prescription Drug Coverage Program.

PART I. USE OF NATIONAL MEDICARE PRESCRIPTION DRUG COVERAGE EDUCATIONAL RESOURCES

1. We would like to know about your agency or program's use of Medicare Prescription Drug Coverage Program information or resources from the following organizations or coalitions. For each of the following, please rate the value of their resources to your Part D or LIS education and outreach efforts by checking the applicable box. If you have not used the resources of a particular organization or coalition, check the far right hand column under 'Did not use'.

	CHECK ONLY ONE BOX PER ROW				
	Very Valuable	Valuable	Slightly Valuable	Not Valuable	Did Not Use
a. AARP (national, state or regional offices)	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input checked="" type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
b. Access to Benefits Coalition (ABC/National Council on the Aging)...	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input checked="" type="checkbox"/> ⁴
c. CMS Medicare website (www.medicare.gov) and Part D plan finder	<input checked="" type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
d. CMS State and Partner Resources available on the CMS website, e.g. factsheets, toolkits, conference calls, etc.	<input type="checkbox"/> ¹	<input checked="" type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
e. Health Assistance Partnership (Families USA).....	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input checked="" type="checkbox"/> ⁴
f. Medicare Today (Healthcare Leadership Council)	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input checked="" type="checkbox"/> ⁴

	CHECK ONLY ONE BOX PER ROW				
	Very Valuable	Valuable	Slightly Valuable	Not Valuable	Did Not Use
g. Medicare Rx Education Network (chaired by former Sen. Breaux)	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input checked="" type="checkbox"/> ⁴
h. Medicare Rx - Drug Benefit Outreach and Education Project (n4A/NASUA) .	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input checked="" type="checkbox"/> ⁴
i. Organizations of State Officials, (e.g., Nat'l Governors Association, Nat'l Assoc. of State Medicaid Directors, Nat'l Conf of State Legislatures)	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input checked="" type="checkbox"/> ⁴
j. SHIP Resource Center	<input checked="" type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
k. Social Security Administration	<input type="checkbox"/> ¹	<input checked="" type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴
l. Other (please specify):	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁴

1a. Which resources, tools, materials, or ideas offered by these organizations have been **most** useful or valuable to your education and outreach efforts? In the space provided, please specify the organization and/or coalition and the resource it provided that was most useful or valuable.

Name of Organization or Coalition	Most Useful or Valuable Resource
SHIP Resource Center	➡ Selecting a plan.
CMS website	➡ Selecting a plan.
	➡
	➡
	➡

PART II. PARTNERSHIPS WITH FEDERAL AND STATE AGENCIES, AND WITH PRIVATE ORGANIZATIONS

2. Since the summer of 2005, has your agency or program worked with federal or regional CMS offices in conducting education and outreach to LIS-eligibles about the Medicare Prescription Drug Coverage program?

☒¹ Yes ➔ **ANSWER QUESTION 2a BELOW**
☐⁰ No ➔ **GO TO QUESTION 3**
☐⁻¹ Don't know ➔ **GO TO QUESTION 3**

2a. How has your agency or program worked with CMS?

CHECK ALL THAT APPLY

- ☒¹ Transitioning dual eligibles to Medicare Prescription Drug Coverage plans, (e.g., plan switches, formularies, first-fills, etc.)
☒² Coordinating SPAP with Medicare Prescription Drug Coverage
☒³ Sorting out CMS/state data inconsistencies or problems with auto-enrollment of dual eligibles, or facilitated enrollment for other LIS enrollees
☒⁴ Staying updated on plan formularies
☐⁵ Other (please specify):

3. Since the summer of 2005, has your agency or program worked with federal, regional or local offices of the Social Security Administration (SSA) in conducting education and outreach to LIS-eligibles about the low-income subsidy program?

☒¹ Yes ➔ **ANSWER QUESTION 3a BELOW**
☐⁰ No ➔ **GO TO QUESTION 4**
☐⁻¹ Don't know ➔ **GO TO QUESTION 4**

3a. How have you worked with SSA?

CHECK ALL THAT APPLY

- ☒¹ Distribution of LIS application forms
☒² Clarifying LIS eligibility rules
☒³ Resolving problems with individual LIS applications
☒⁴ Conducting joint education and outreach mailings or events
☐⁵ Using SSA leads to reach those potentially eligible for Medicare Savings Programs
☐⁶ Other (please specify):

4. With which state agencies, other than your own, do you communicate or coordinate education and outreach to LIS-eligibles about the Medicare Prescription Drug Coverage program?

CHECK ALL THAT APPLY

- ☒¹ SHIP
☐² SPAP (if your state has one)
☐³ State Unit on Aging (if separate from the SHIP)
☐⁴ State Health Department (if separate from Medicaid)
☐⁵ Medicaid agency
☐⁶ Other state agency (please specify):
☐⁷ We don't coordinate with other state agencies ➔ **GO TO QUESTION 7**

5. Which mechanisms does your agency or program use to communicate or coordinate outreach and education activities with other state agencies for LIS-eligibles?

CHECK ALL THAT APPLY

- ☐¹ Interagency workgroups
☐² Interagency Memoranda of Understanding to define roles and responsibilities
☒³ Designation of key contact persons at each agency or program for different types of functions, problems, or complaints
☐⁴ Data sharing agreements
☐⁵ Preparation of joint reports or status updates
☐⁶ Common calendar listing all events
☐⁷ Other (please specify):

6. How beneficial is the communication or coordination across state agencies to your agency or program outreach to and education of LIS-eligibles about the Medicare Prescription Drug Coverage program?

☐¹ Very beneficial ☒² Beneficial ☐³ Slightly beneficial ☐⁴ Not at all beneficial

7. Does your agency or program participate in state or local coalitions or partnerships with **private organizations** to coordinate outreach and education about the Medicare Prescription Drug Coverage and LIS programs?

☐¹ Yes ➔ **ANSWER QUESTIONS 7a & 7b BELOW**
☒⁰ No ➔ **GO TO QUESTION 8**
☐⁻¹ Don't know ➔ **GO TO QUESTION 8**

7a. Please list up to four state or local coalitions or partnerships that your agency or program is **most** actively involved in, and the corresponding lead organizations for each:

Name of Coalition or Partnership	Lead Organization(s)
➔	
➔	
➔	
➔	
➔	

7b. Considering the coalitions or partnerships you listed in 7a, how beneficial have they been to your agency/program's LIS-eligible education and outreach efforts?

☐ ¹ Very beneficial
 ☐ ² Beneficial
 ☐ ³ Slightly beneficial
 ☐ ⁴ Not at all beneficial

PART III. FUNDING, STAFF, AND VOLUNTEERS FOR LIS EDUCATION & OUTREACH

8. Other than federal SHIP grant or SPAP transitional grant funds, did your agency or program receive any additional money or in-kind resources, e.g. from state government or private sources, to help with Medicare Prescription Drug Coverage Program education, outreach, or help with enrollment for LIS-eligibles since the summer of 2005?

☐ ¹ Yes
☒ ⁰ No
☐ ⁻¹ Don't know

9. Since the fall of 2005, did your agency or program hire additional temporary or permanent staff to focus primarily on Medicare Prescription Drug Coverage Program enrollment, education, and outreach for LIS-eligibles?

☐ ¹ Yes
☒ ⁰ No
☐ ⁻¹ Don't know

10. Did or does your agency or program use volunteers to help with outreach and education for LIS-eligibles?

☐ ¹ Yes ➔ **ANSWER QUESTION 10a BELOW**
☒ ⁰ No ➔ **GO TO QUESTION 11**
☐ ⁻¹ Don't know ➔ **GO TO QUESTION 11**

10a. Approximately how many agency-organized volunteers were involved in LIS-related education and outreach since the fall of 2005? If the same persons volunteered on different occasions or at different times, please only count them once (i.e., unduplicated count).

(number of volunteers)

PART IV. EDUCATION AND OUTREACH ACTIVITIES TARGETED TO LIS-ELIGIBLE BENEFICIARIES

11. At any time since the summer of 2005, has your agency or program sent direct mailings to LIS-eligibles?

- ☒¹ Yes ➔ **ANSWER QUESTIONS 11a THROUGH 11e BELOW**
☐⁰ No ➔ **GO TO QUESTION 12**
☐⁻¹ Don't know ➔ **GO TO QUESTION 12**

11a. Approximately how many sets of mailings has your agency or program sent to LIS-eligibles? Please consider a 'set' to be one that has a focus or purpose that is distinct from other 'sets' of mailings that have different purposes or foci.

- ☒¹ Less than 5 sets ☐³ Between 11 and 20 sets
☐² Between 5 and 10 sets ☐⁴ More than 20 sets

11b. About how many individual letters to LIS-eligibles has your agency or program sent since the summer of 2005?

- ☐¹ Under 5,000 ☒⁴ Between 100,000 and 499,999
☐² Between 5,000 and 9,999 ☐⁵ Between 500,000 and 1 million
☐³ Between 10,000 and 99,999 ☐⁶ Over 1 million

11c. To which categories of LIS-eligibles were direct mailings sent?

CHECK ALL THAT APPLY

- ☒¹ Full dual eligibles (Medicare and Medicaid)
☒² LIS-eligibles residing in institutional settings or their families or legal representatives
☒³ Medicare Savings Program eligibles (QMBs, SLMBs, or QIs)
☒⁴ SPAP enrollees or members, or potential new SPAP enrollees
☐⁵ Others eligible for Low-Income Subsidy
☐⁶ Other (please specify):

☐⁷ We did not distinguish between groups when doing our direct mailings

11d. Have mailings been specially adapted for any of the following groups?

CHECK ALL THAT APPLY

- ☐¹ Individuals who are visually impaired
☐² Individuals who are cognitively impaired
☐³ Individuals who do not speak or read English
☒⁴ Individuals with low literacy levels
☒⁵ Other individuals (please specify): Our toll-free number for beneficiaries is printed on all mailings, and can assist all groups.

11e. What type of information was provided in the direct mail letters?

CHECK ALL THAT APPLY

- ☒¹ General information on the Medicare Prescription Drug Coverage and LIS programs
- ☒² Change in prescription drug coverage to Medicare and how to change plans if auto-enrolled
- ☒³ Eligibility requirements for low-income subsidies for non-dual eligibles
- ☐⁴ Comparative information on Medicare Prescription Drug Coverage plans available in your state and how to enroll
- ☒⁵ How to get assistance with LIS application
- ☒⁶ What to do about problems with Part D plan benefits, premiums or copays
- ☐⁷ Other (please specify):

12. At any time since the summer of 2005, has your agency or program operated, on its own or as part of a coalition or partnership, a **telephone number/hotline/call-in center** that counsels LIS-eligibles about the Medicare prescription drug or LIS programs?

☐¹
☒²

Yes, we have a special telephone number/hotline/call center dedicated to Part D
Our telephone number/hotline/call center answers all types of Medicare questions

ANSWER QUESTIONS 12a THROUGH 12d BELOW

- ☐⁰ No ➔ **GO TO QUESTION 13**
- ☐⁻¹ Don't know ➔ **GO TO QUESTION 13**

12a. Approximately how many calls have been answered by the hotline/call-in center related to the Part D and LIS programs since the summer of 2005?

- ☐¹ Fewer than 25,000 ☐⁴ Between 100,000 and 499,999
- ☒² Between 25,000 and 49,999 ☐⁵ Between 500,000 and 1 million
- ☐³ Between 50,000 and 99,999 ☐⁶ Over 1 million

12b. Which of the following groups are targeted by the hotline/call-in center?

CHECK ALL THAT APPLY

- ☐¹ Full dual eligibles (Medicare and Medicaid)
- ☐² LIS-eligibles residing in institutional settings or their families or legal representatives
- ☐³ Medicare Savings Program eligibles (QMBs, SLMBs, or QIs)
- ☐⁴ SPAP enrollees or members, or potential new SPAP enrollees
- ☐⁵ Others eligible for Low-Income Subsidy
- ☐⁶ Other (please specify):
- ☒⁷ Our telephone help line or call center is available to all groups

12c. Has the telephone hotline/call-in center made special accommodations for any of the following groups?

CHECK ALL THAT APPLY

- ☒¹ Individuals who are hearing-impaired
☐² Individuals who are cognitively impaired
☒³ Individuals who do not speak English
☐⁴ Other individuals (please specify):

12d. Information or assistance on which of the following topics is available through the telephone number/hotline/call-in center provide?

CHECK ALL THAT APPLY

- ☒¹ General information on the Medicare Prescription Drug Coverage and LIS programs
☒² Change in prescription drug coverage to Medicare and how to change plans if auto-enrolled
☒³ Eligibility requirements for low-income subsidies
☐⁴ Comparative information on Medicare Prescription Drug Coverage plans available in your state and enrollment assistance
☒⁵ Assistance with LIS application
☒⁶ What to do about problems with Part D plan benefits, premiums or copays
☐⁷ Other (please specify):

13. At any time since the summer of 2005, has your agency or program, on its own or as part of a coalition or partnership, conducted **media/public awareness campaigns** specifically targeted to the LIS-eligibles in your state?

☒¹ Yes ➔ **ANSWER QUESTIONS 13a THROUGH 13e BELOW**

☐⁰ No ➔ **GO TO QUESTION 14**

☐⁻¹ Don't know ➔ **GO TO QUESTION 14**

13a. Which media were used in the campaign?

CHECK ALL THAT APPLY

- ☐¹ Newspaper ads (dailies, weeklies or specialized, e.g. non-English)
☐² Radio ads
☐³ TV ads (network or cable)
☐⁴ Local or regional journals and magazines
☐⁵ Pamphlets or brochures
☐⁶ Posters in public transportation systems (bus, subway, etc.)
☐⁷ Posters or brochures in senior housing, senior centers, physician offices, etc.
☐⁸ Production or distribution of informational video programs
☒⁹ Internet or the Web
☒¹⁰ Other (please specify): Partnership with TV to take calls on Medicare Part D, and community outreach meetings.

13b. Which of the following groups are targeted by the media campaign(s)?

CHECK ALL THAT APPLY

- ☐¹ Full dual eligibles (Medicare and Medicaid)
☐² LIS-eligibles residing in institutional settings or their families or legal representatives
☐³ Medicare Savings Program eligibles (QMBs, SLMBs, or QIs)
☐⁴ SPAP enrollees or members, or potential new SPAP enrollees
☐⁵ Others eligible for Low-Income Subsidy
☐⁶ Other (please specify):

☒⁷ Our media/public awareness campaigns targeted all groups.

13c. Has the media campaign been specially adapted for any of the following groups, either by your agency or one of your partner organizations?

CHECK ALL THAT APPLY

- ☒¹ Individuals who are visually impaired
☒² Individuals who are hearing-impaired
☒³ Individuals who are cognitively impaired
☒⁴ Individuals who do not speak or read English
☒⁵ Individuals with low literacy levels
☐⁶ Other individuals (please specify):

13d. Were media campaigns held throughout the state or just in certain regions?

- ☒¹ Throughout the state
☐² Just in certain regions within the state
☐³ Some throughout the state and some in regions

13e. In your media campaigns, messages about which of the following are/were displayed or provided?

CHECK ALL THAT APPLY

- ☒¹ General information on the Medicare Prescription Drug Coverage and LIS programs
☐² Change in prescription drug coverage to Medicare and how to change plans if auto-enrolled
☒³ Eligibility requirements for low-income subsidies for non-dual eligibles
☐⁴ Comparative information on Medicare Prescription Drug Coverage plans available in your state and how to get enrollment assistance
☒⁵ How to get assistance with LIS application
☒⁶ What to do about problems with Part D plan benefits, premiums or copays
☐⁷ Other (please specify):

14. At any time since the summer of 2005, has your agency or program operated a **website**, on its own or as part of a coalition or partnership, apart from those operated by CMS or SSA, to help educate LIS-eligibles about the Medicare Prescription Drug Coverage Program?

- ☐¹ Yes ➡ **ANSWER QUESTION 14a BELOW**
☒⁰ No ➡ **GO TO QUESTION 15**
☐⁻¹ Don't know ➡ **GO TO QUESTION 15**

14a. What is the web address or URL for the website?

15. At any point since the summer of 2005, has your agency or program's staff or volunteers provided **in-person one-on-one counseling or enrollment assistance** to LIS-eligible individuals, beyond what is available from the telephone hotline/call-in center?

- ☒¹ Yes ➡ **ANSWER QUESTIONS 15a THROUGH 15e BELOW**
☐⁰ No ➡ **GO TO QUESTION 16**
☐⁻¹ Don't know ➡ **GO TO QUESTION 16**

15a. About how many people have been counseled or assisted in-person since the summer of 2005?

- | | |
|---|---|
| <input checked="" type="checkbox"/> ¹ Fewer than 1,000 | <input type="checkbox"/> ⁴ Between 10,000 and 49,999 |
| <input type="checkbox"/> ² Between 1,000 and 4,999 | <input type="checkbox"/> ⁵ Between 50,000 and 99,999 |
| <input type="checkbox"/> ³ Between 5,000 and 9,999 | <input type="checkbox"/> ⁶ Over 100,000 |

15b. Which of the following groups are targeted for in-person counseling/assistance?

CHECK ALL THAT APPLY

- ☒¹ Full dual eligibles (Medicare and Medicaid)
☒² LIS-eligibles residing in institutional settings or their families or legal representatives
☒³ Medicare Savings Program eligibles (QMBs, SLMBs, or QIs)
☒⁴ SPAP enrollees or members, or potential new SPAP enrollees
☒⁵ Others eligible for Low-Income Subsidy
☐⁶ Other (please specify):

15c. Is the in-person counseling/assistance available throughout the state or just in certain regions?

- ☒¹ Throughout the state
☐² Just in certain regions within the state
☐³ Some throughout the state and some in regions

15d. Is the in-person counseling/assistance specially adapted for any of the following groups?

CHECK ALL THAT APPLY

- ☒¹ Individuals who are visually impaired
☒² Individuals who are hearing-impaired
☒³ Individuals who are cognitively impaired
☒⁴ Individuals who do not speak or read English
☐⁵ Individuals who are homebound or reside in nursing or group homes
☐⁶ Other (please specify):

15e. During in-person counseling/assistance sessions, information or help on which of the following topics is available?

CHECK ALL THAT APPLY

- ☒¹ General information on the Medicare Prescription Drug Coverage and LIS programs
☒² Change in prescription drug coverage to Medicare and help in changing plans if auto-enrolled
☒³ Eligibility requirements for low-income subsidies
☒⁴ Comparative information on Medicare Prescription Drug Coverage plans available in your state and enrollment assistance
☒⁵ Assistance with LIS application
☒⁶ What to do about problems with Part D plan benefits, premiums or copays
☐⁷ Other (please specify):

16. At any point since the summer of 2005, has your agency or program organized or participated in **on-site events** to provide education to LIS-eligibles about the Medicare Prescription Drug Coverage and LIS programs, or to help them enroll or apply?

Examples include enrollment fairs, town hall meetings, and informational meetings at senior centers, nursing facilities, assisted living or independent living residences, health care facilities, low-income housing complexes, pharmacies, and other locations.

- ☒¹ Yes ➔ **ANSWER QUESTIONS 16a THROUGH 16e BELOW**
☐⁰ No ➔ **GO TO QUESTION 17**
☐⁻¹ Don't know ➔ **GO TO QUESTION 17**

16a. About how many events has your agency sponsored or participated in since summer 2005?

- ☐¹ Fewer than 50 events ☐⁴ Between 500 and 999 events
☒² Between 50 and 99 events ☐⁵ Between 1000 and 5,000 events
☐³ Between 100 and 499 events ☐⁶ Over 5,000 events

16b. Have these on-site events been held throughout the state or just in certain regions?

- ☒ ¹ Throughout the state
☐ ² Just in certain regions within the state
☐ ³ Some throughout the state and some in regions

16c. Which of the following groups are targeted for the on-site events?

CHECK ALL THAT APPLY

- ☒ ¹ Full dual eligibles (Medicare and Medicaid)
☒ ² LIS-eligibles residing in institutional settings or their families or legal representatives
☒ ³ Medicare Savings Program eligibles (QMBs, SLMBs, or QIs)
☒ ⁴ SPAP enrollees or members, or potential new SPAP enrollees
☒ ⁵ Others eligible for Low-Income Subsidy
☐ ⁶ Other (please specify):

16d. Are on-site events specially adapted for any of the following groups?

CHECK ALL THAT APPLY

- ☒ ¹ Individuals who are visually impaired
☒ ² Individuals who are hearing-impaired
☒ ³ Individuals who are cognitively impaired
☒ ⁴ Individuals who do not speak or read English
☒ ⁵ Individuals who reside in nursing or group homes
☐ ⁶ Other individuals (please specify):

16e. During the on-site events, information or help on which of the following topics is available?

CHECK ALL THAT APPLY

- ☒ ¹ General information on the Medicare Prescription Drug Coverage and LIS programs
☒ ² Change in prescription drug coverage to Medicare and help in changing plans if auto-enrolled
☒ ³ Eligibility requirements for low-income subsidies
☒ ⁴ Comparative information on Medicare Prescription Drug Coverage plans available in your state and enrollment assistance
☒ ⁵ Assistance with LIS application
☒ ⁶ What to do about problems with Part D plan benefits, premiums or copays
☐ ⁷ Other (please specify):

17. Other than those mentioned already, did your agency or program use any other methods to inform, educate or help LIS-eligible Medicare beneficiaries understand and enroll in LIS or Part D plans?

☐¹ Yes ➔ **ANSWER QUESTION 17a BELOW**
☒⁰ No ➔ **GO TO QUESTION 18**
☐⁻¹ Don't know ➔ **GO TO QUESTION 18**

17a. Briefly describe the activity (or activities), to which group they were targeted (if any), how many times they occurred, what type of information or assistance was provided, and, which partner organizations were involved if any:

18. Please rate the effectiveness of all of your agency or program's Part D and LIS outreach and education efforts in achieving the following goals for your target group of Medicare beneficiaries.

In the scale below, '1' means not effective at all and '10' means 'most effective'. If you did not focus outreach or education on a particular area, check the far right hand column under 'No focus in this area'.

Goal	Not Effective At All	1	2	3	4	5	6	7	8	9	10	Most Effective	No Focus in This Area
a. Informing your agency or program's targeted LIS-eligible population about Medicare Part D and its effect on their current prescription drug coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> ⁴
b. Finding and helping non dual enrollee LIS-eligible individuals to complete and submit an LIS application.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> ⁴
c. Making sure SPAP enrollees applied for LIS or enrolled in a Part D plan.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> ⁴
d. Helping your LIS-eligible target population choose and enroll in a Medicare prescription drug plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> ⁴

19. Please rate the effectiveness of the following methods used by your agency or program in achieving the goals of your agency or program's Part D and LIS-related outreach and education to your target group of Medicare beneficiaries.

In the following scale, '1' means not effective at all and '10' means 'most effective'. If you did not use a particular method, check the far right hand column under 'Did not use'.

Method	Not Effective At All										Most Effective										Did Not Use
	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	
a. Direct mailings.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											<input type="checkbox"/> -4
b. Telephone help lines or phone-based enrollment centers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>											<input type="checkbox"/> -4
c. Coordinated media campaigns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											<input type="checkbox"/> -4
d. Website to supplement CMS website	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											<input type="checkbox"/> -4
e. One-on-one counseling in person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>											<input type="checkbox"/> -4
f. On-site events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>											<input type="checkbox"/> -4
g. Other (please specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											<input type="checkbox"/> -4

20. Do you think there are activities or methods that have been particularly effective in reaching and educating people who are 'hard-to-reach' about the extra financial help available to them through the LIS program, whether or not your agency or program conducted these activities? (The "hard-to-reach" group includes low-income Medicare beneficiaries **not** enrolled in other public benefit programs such as Medicaid, Medicare Savings Programs, and pharmaceutical assistance programs.)

☒¹ Yes ➡ ANSWER QUESTION 20a BELOW
☐⁰ No ➡ GO TO QUESTION 21
☐⁻¹ Don't know ➡ GO TO QUESTION 21

- 20a. **What** are these activities or methods, and **why** are they particularly effective in educating and helping "hard-to-reach" low-income Medicare beneficiaries apply for and enroll in LIS? (If you prefer to explain this by phone, please call Allison Barrett at 202-554-7516)

ATTENDING LOCAL MEETINGS SET UP BY CHURCHES, LEGISLATORS, ETC.

PART V. EDUCATION & OUTREACH TARGETED TO PROFESSIONALS AND OTHER INTERMEDIARIES

21. Which of the following *professional or other intermediaries* has your agency or program targeted for education and outreach regarding the Medicare Prescription Drug Coverage and LIS programs?

CHECK ALL THAT APPLY

<input type="checkbox"/> ¹ Physicians <input type="checkbox"/> ² Nurses <input type="checkbox"/> ³ Social workers <input type="checkbox"/> ⁴ Hospital managers <input type="checkbox"/> ⁵ Nursing Home or Rehab Center administrators <input type="checkbox"/> ⁶ Home health or home care managers <input type="checkbox"/> ⁷ Community health center or clinic directors <input type="checkbox"/> ⁸ Pharmacy managers <input checked="" type="checkbox"/> ⁹ Pharmacists <input checked="" type="checkbox"/> ¹⁰ Senior Center directors <input type="checkbox"/> ¹¹ Senior or independent living housing managers	<input checked="" type="checkbox"/> ¹² Social service agency directors <input type="checkbox"/> ¹³ Financial advisors or tax preparers <input type="checkbox"/> ¹⁴ Health insurance plan administrators <input type="checkbox"/> ¹⁵ Insurance brokers or agents <input type="checkbox"/> ¹⁶ Faith-based or religious leaders <input type="checkbox"/> ¹⁷ Family members or caregivers <input type="checkbox"/> ¹⁸ Elected officials or staff <input type="checkbox"/> ¹⁹ Other (please specify): <input type="checkbox"/> ²⁰ Don't know <input type="checkbox"/> ²¹ We don't do targeted education or outreach for professional or other intermediaries ➔ GO TO QUESTION 25
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22. What types of activities were or are still being conducted to inform these professionals or intermediaries about the Medicare Prescription Drug Coverage and LIS programs?

CHECK ALL THAT APPLY

<input type="checkbox"/> ¹ Direct mailings
<input checked="" type="checkbox"/> ² Phone lines or call-in centers
<input type="checkbox"/> ³ Telephone, video, or webcast conferences
<input checked="" type="checkbox"/> ⁴ Pamphlets and brochures
<input type="checkbox"/> ⁵ Website for professionals, or section of a website
<input type="checkbox"/> ⁶ Presentations at professional or association conferences
<input type="checkbox"/> ⁷ Exhibit booths at professional or association conferences
<input type="checkbox"/> ⁸ Articles on print journals or newsletters
<input type="checkbox"/> ⁹ Notices on electronic newsletters or e-mail list-serves
<input checked="" type="checkbox"/> ¹⁰ Other (please specify): Site visits upon request.

23. Please rate the effectiveness of all of your agency or program's LIS-related outreach and education with professionals and other intermediaries in achieving the following goals.

In the following scale, '1' means not effective at all and '10' means 'most effective'. If you did not focus outreach or education on a particular area, check the far right hand column under 'No focus in this area'.

Goal	Not Effective At All	Most Effective										No Focus in This Area
a. Informing our LIS-eligible target population about Medicare Part D and its effect on their existing prescription drug coverage.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input checked="" type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
b. Finding and helping non-dual enrollee LIS-eligible individuals to complete and submit an LIS application	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input checked="" type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
c. Making sure SPAP enrollees applied for LIS or enrolled in a Part D plan	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input checked="" type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
d. Helping our LIS-eligible target population choose and enroll in a Medicare prescription drug plan.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input checked="" type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	

24. Please rate the effectiveness of the following methods in achieving the goals of your agency or program's LIS-related outreach and education with professionals and other intermediaries.

In the following scale, '1' means not effective at all and '10' means 'most effective'. If you did not use a particular method, check the far right hand column under 'Did not use'.

Method	Not Effective At All	Most Effective										Did Not Use
a. Direct mailings.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input checked="" type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
b. Phone help lines.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input checked="" type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
c. Websites	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
d. Presentations or exhibit booths at professional/association conferences	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input checked="" type="checkbox"/>	<input type="checkbox"/> -4	
e. Articles in print journals or newsletters.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input checked="" type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
f. Notices on electronic newsletters or e-mail list-serves	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input checked="" type="checkbox"/> -4	
g. Teleconferences or other video or webcasts	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input checked="" type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
h. Pamphlets or booklets.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	
i. Other (please specify):	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/> -4	

PART VI. EVALUATION ACTIVITIES

25. At any time since the summer of 2005, has your agency or program evaluated the effectiveness of its outreach and education efforts for the Medicare Prescription Drug Coverage and LIS programs by, for example, collecting data to measure how effective various activities or methods were in finding and enrolling your target group of LIS-eligibles into Part D plans or LIS?

☐¹ Yes ➔ **ANSWER QUESTION 25a BELOW**
☒⁰ No ➔ **GO TO QUESTION 26**
☐⁻¹ Don't know ➔ **GO TO QUESTION 26**

25a. Who can we call to get more information about your evaluation and its results?

If someone other than the person completing this survey is better able to answer questions about these evaluation efforts and findings, please let us know who it is and how to reach them:

Name: (First) (Last)
Title:
Telephone Number: Extension:
E-mail Address: @

Part VII. FOLLOW-UP CALLS AND QUESTIONS

26. Please provide the name and contact information of someone in your agency or program (if not the person completing this survey) who is knowledgeable about education and outreach to LIS-eligible seniors and can respond to follow-up calls and questions:

Name: (First) (Last)
Title:
Telephone Number: Extension:
E-mail Address: @
Preferred Mode of Contact : ☐¹ Telephone
☐² E-mail
☐³ Either telephone or email

Please return the completed form to:

Mathematica Policy Research, Inc.
600 Maryland Ave., SW, Suite 550
Washington, DC 20024-2512
ATTN: Allison Barrett

If you have questions, please contact:

Allison Barrett
Phone: (202) 554-7516
FAX: (202) 863-1763
E-mail: abarrett@mathematica-mpr.com

THANK YOU FOR YOUR TIME AND EFFORT!

From: Brenda Hyleman
To: Patton, Maria; Riley, Mavis; waldrep, Sam
Date: 10/16/2006 12:15:04 PM
Subject: Re: Fwd: question

I presented at the SC Health Care (nursing home) Association's Summer Retreat and then at another meeting they had here in Columbia. Anita and I presented at the SC Home Health Association's meeting. Several of us manned the phone line for consumers last Dec. Can't think of any others.

>>> Sam waldrep 10/16/06 10:30 AM >>>
I'll let Brenda, Mavis and Maria respond with specifics. We did do some things:

CLTC- did training sessions
NHs- worked actively with the provider association
Ticket to Work grant- paid for mailings and training sessions for CLTC and DDSN casemanagers.

>>> Mark Orf 10/16/06 10:23 AM >>>
Sam, I have a log letter questionnaire I am filling out for CMS. During all the Part D stuff, (1) did this agency do any education or outreach efforts with folks in nursing homes, residential care, or other institutional settings? (2) did we do any one- on- one assistance? (3) did we do anything with private organizations to help educate folks in nursing homes etc.? (4) did we attend any site events at nursing homes etc.
I wasn't aware of any but just checking. Thanks

CC: Orf, Mark

From: Beverly Ashford
To: Mark Orf
Date: 10/16/2006 11:32:58 AM
Subject: Re: question

25,500.

>>> Mark Orf 10/16/2006 11:08 AM >>>

Beverly, I am filling out a survey for CMS. In the last year how many Part D and GAPS calls have we responded too - ball park figure will do - pick one of the following: thanks

25,000
25,000 - 50,000
50,000 - 100,000
100,00 - 500,000
500,000 - 1 million

From: Mark Orf
To: Alicia Jacobs
Date: 10/16/2006 6:25:01 PM
Subject: Re: Fwd: question

response to survey question

>>> Maria Patton 10/16/2006 1:29 PM >>>

Our case managers did one on one assistance with any clients that needed help.

>>> Sam waldrep 10/16/06 10:30 AM >>>

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From: Mark Orf
To: Alicia Jacobs
Date: 10/16/2006 6:25:25 PM
Subject: Re: Fwd: question

response to survey question

>>> Mavis Riley 10/16/2006 11:32 AM >>>

The MIG grant recently paid for the Medicare Part D summary sheet to be printed. It has been distributed to DHHS eligibility offices, CLTC offices, Office on Aging AAAs and for public dissemination at the State Fair this week by the Office on Aging. Thanks.

>>> Sam walddrep 10/16/06 10:30 AM >>>

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From: Mavis Riley
To: Sam waldrep
Date: 10/18/2006 12:46:47 PM
Subject: Re: Fwd: question

I found the attached file that lists outreach efforts for Medicare Part D. And, the following list of presentations was included in the 4th quarter progress report for the Medicaid Infrastructure Grant:

Presented information regarding Medicare Part D to the following groups:

CLTC Case Managers - October 4, 2005
 Newberry Mental Health Center - October 12, 2005
 SC Autism Society - October 13, 2005
 Columbia VA Support Group - October 14, 2005
 Mental Health Association - October 26, 2005
 SC Spinal Cord Injury Association - October 28, 2005
 Pathways Training Conference - October 29, 2005
 DHHS staff - November 1, 2005, December 7 & 8
 PRO-Parents - November 4, 2005
 Pontiac Baptist Church - November 6, 2005
 Home Health Association - November 8, 2005
 DDSN Service Coordinators - November 10, 2005
 WIS Phone Bank - November 15, 2005 & December 15, 2005
 Zion Chapel Baptist Church - November 19, 2005
 Charleston DSN Board - December 2, 2005
 PRO-Parents - December 9, 2005
 Richland/Lexington DSN Board - December 13, 2005
 Brown Chapel AME Church - December 29, 2005

Hope this is what you need. Let me know if I can be of further help. Thanks.

>>> Sam waldrep 10/17/06 3:07 PM >>>

Mavis- can you look back at Deborah's last report? It does seem she listed all her Part D activities.

>>> Alicia Jacobs 10/17/06 2:40 PM >>>

Sam, what about Deborah McPherson. She made many presentations, but I am not sure where.

>>> Mark Orf 10/16/06 11:10 AM >>>

fyi

>>> Sam waldrep 10/16/2006 10:30 AM >>>

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CC: Alicia Jacobs; Mark Orf

**Medicare Part D Outreach Efforts
April - December 2005**

1. Resource Fairs/Conferences/Churches/TV stations
 - a. Charleston Disability Fair - April 8, 2005
 - b. SC MS Society Conference - May 12, 2005
 - c. Pathways Conference - October 29, 2005 (2 sessions)
 - d. Pontiac Baptist Church - November 6, 2005
 - e. WIS Phone Bank - November 15, 2005 & December 15, 2005
 - f. Zion Chapel Baptist Church - November 19, 2005
 - g. Brown Chapel AME Church - December 29, 2005
2. Consumer Trainings
 - a. Partners in Policymaking class - March 4, 2005
 - b. ARC - April 22, 2005
 - c. Brain Injury Alliance of SC - June 3, 2005
 - d. Federation of Families - June 10, 2005
 - e. SC Spinal Cord Injury Association - July 22, 2005
 - f. Federation of Families - August 12, 2005
 - g. SC Autism Society - September 9, 2005
 - h. ARC - September 16, 2005
 - i. SC Autism Society - October 13, 2005
 - j. Mental Health Association - October 26, 2005
 - k. SC Spinal Cord Injury Association - October 28, 2005
 - l. PRO-Parents - November 4, 2005
 - m. PRO-Parents - December 9, 2005
3. Support Group Meetings
 - a. Midlands Epilepsy Foundation Support Group - April 19, 2005
 - b. Midlands Brain Injury Support Group - June 2, 2005
 - c. Greenville Blind Veterans Support Group - June 7, 2005
 - d. Midlands Blind Veterans Support Group - October 14, 2005
4. Professional Meetings
 - a. CLTC Area Administrators - March 16, 2005
 - b. School Transition Coordinators - April 21, 2005
 - c. USC School of Social Work - June 6, 2005
 - d. DDSN Head & Spinal Cord Injury Service Coordinators - July 28 & August 4, 2005
 - e. CLTC Case Managers - October 4, 2005
 - f. Newberry Mental Health Center - October 12, 2005
 - g. DHHS staff - November 1, 2005
 - h. Home Health Association - November 8, 2005
 - i. DDSN Service Coordinators (2 sessions) - November 10, 2005
 - j. Charleston DSN Board Service Coordinators - December 2, 2005
 - k. DHHS Staff - December 7, 2005
 - l. DHHS Staff - December 8, 2005
 - m. Richland/Lexington DSN Board - Service Coordinators & Families - December 13, 2005