Helpful Hints:

Timing of Surveys

1. We highly recommend administering baseline surveys no earlier than 1 month before transition and no later than 2 weeks after transition. Make every effort to conduct the baseline survey prior to the participant's transition into the community.
2. Follow-up surveys (both 11- and 24-month) should be administered after the initial transition into the community, even if the participant disenrolled or moved back into a managed care organization after transitioning.
    - At the 24 month mark, most participants will be ineligible for MFP, so eligibility status doesn't affect the timing of follow-up interviews.
    - For example, for an initial transition on 11/3/2010, the first follow-up should be done about 11 months later and the second follow-up about 24 months later, regardless of where the person is living or the person's MFP eligibility status (the person has to be alive). The first follow-up for this individual should be completed around 11/3/2011 and the second follow-up around 11/3/2012.
3. Make every effort to complete follow-up surveys no more than 60 days post-11 and -24 month follow-up dates. Keep in mind follow-up dates are based on the beneficiary's transition date and not the baseline date.

Who Receives Surveys

4. You should attempt to complete the first follow-up survey for MFP participants, regardless if they missed or refused the baseline survey. If a participant missed the baseline, hopefully we can use their 1st and 2nd follow-ups for comparison.
5. Follow-up surveys will not be conducted for non-MFP participants (i.e. those who never transition out of managed care).

Administration Tips

6. When using the paper version of the survey for the baseline interview, you may want to cross out questions labeled "after transition" to avoid asking them accidentally.
7. If you are a new interviewer, practice a few times before conducting the interview. This should help ease any anxiety and help you follow the skip patterns correctly.
8. Before conducting a proxy interview, reassure the proxy that he/she should not guess. It is better if he/she states he/she doesn't know.
9. Ask questions as written (the manual has suggested probes if a respondent does not seem to understand the question).
10. If a participant is potentially harmful to him/her self or others, immediately discuss this with your supervisor. Do not attempt to administer the survey until you have discussed the situation with him or her.

Managing Data

11. Develop a tracking database (e.g., access, excel) so you know how many attempts you have made to contact each respondent and the status of each case.
12. Obtaining the correct Medicaid ID is EXTREMELY important.
13. Recording whether the interviewee was a proxy is EXTREMELY important.

MFP
MONEY FOLLOWS THE PERSON