

## **Key Informant Interview Guide: County Performance Standards Project**

### **Interview Goals:**

- To obtain county and MA site input into improving timely processing of new and redetermination applications for Medicaid and CHP+ eligibility.
- To obtain input on determining other measurable performance standards.

### **Timely Processing**

1. CMS requires that 100 percent of applications and reapplications for Medicaid and CHP+ be completed on time. What are your main three barriers to making that happen?
2. What staffing arrangements have you developed to overcome barriers (e.g., some counties have developed staggered CBMS data entry shifts to maximize the number of applications processed)?
  - What's working? What's not working?
3. Is there a difference in your ability to meet new application vs. redeterminations timelines?
  - Why or why not?

### **Determining Performance Measures**

4. Is your agency currently using measureable and reliable performance measures for processing new applications and redeterminations?
  - Whether your agency is using these or not, what 3-5 interim measures would be most useful (e.g., data entry accuracy, case file documentation, missing information follow-up times)?
5. What sources do you consider to be the best for collecting, analyzing and reporting performance data (e.g. MEQIP reports, Cognos Ad Hoc reports, internal QA/QC tracking systems)?
6. What policies and systems (e.g., electronic interfaces with SSA, Vital Statistics) best act as checks and balances to ensure the measures are working as intended?
  - Are there other ways you assure the quality of the measures being collected?
7. Describe any challenges that may affect your agency's ability to collect reliable data or to achieve benchmarks?

### **The Future**

8. What do you see as the potential areas of improvement for your agency regarding timely processing and following performance measures?
9. What else would you like to tell us about accuracy and timeliness of application processing that may impact the development of standardized performance measures.
10. In what ways can HCPF better support your efforts?