



Member Experience Questionnaire

This module examines feedback sites received regarding member correspondence and what steps are taken to address questions and/or complaints. This questionnaire is designed to help HCPF better understand your business processes and identify any pain points.

Some questions may have multiple parts, so please be sure to answer each part. Please be thorough and detailed in your responses.

1. General Information

- a. Email
- b. Organization Name
- c. Name & Title

2. Member Correspondence Data

First, please provide specific data regarding member correspondence. In the event that a question is not applicable to your role or your particular Eligibility Site please provide N/A or 0 when appropriate.

- a. Approximately how many members reach out to your team with questions about Notice of Action (NOA) correspondences each month?
- b. Approximately how many members reach out to your team with questions about Verification Checklist (VCL) letters each month?
- c. Approximately how many members reach out to your team with questions about Income Eligibility and Verification System (IEVS) notices each month?
- d. Approximately how many members reach out to your team with questions about Renewal Packets (also known as RRR) forms each month?
- e. Approximately how many members reach out to your team with questions about any other correspondence each month?

3. Member Correspondence Feedback

Next, please provide feedback to the Department regarding member correspondence, In the event that a question is not applicable to your role or your particular Eligibility Site please provide N/A or 0 when appropriate.

- a. What types of correspondence have the most questions?
 - i. NOAs
 - ii. VCLs
 - iii. Renewal Packets
 - iv. IEVS notices



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- v. Other
- b. Regarding questions that come in as a result of NOAs, which words, phrases or portions of that correspondence are members having trouble understanding or bringing to your attention most often?
- c. Regarding questions that come in as a result of Renewal (RRR) packets, which words, phrases or portions of these letters are members having trouble understanding or bringing to your attention most often?
- d. Regarding questions that come in as a result of VCLs, which words, phrases or portions of this document are members having trouble understanding or bringing to your attention most often?
- e. Regarding questions that come in as a result of IEVS letters, which words, phrases or portions of those communications are members having trouble understanding or bringing to your attention most often?
- f. For correspondence not listed above, please specify correspondence type and any words, portions or phrases found in those documents that members are highlighting as confusing or problematic in their requests for assistance.

4. Eligibility Site Correspondence

Now, please provide information on any member correspondence that has been created by your County or Site. In the event that a question is not applicable to your role or your particular Eligibility Site, please provide N/A or 0 when and where applicable.

- a. Do you create your own communications that are sent out to applicants and/or members?
 - i. Yes
 - ii. No
- b. Please list agency created communications individually, and provide some context for why, how, when or under what circumstances they are used.
- c. Please describe your correspondence development and approval process for communications created by your agency.
- d. Who is your single point of contact for communications and information sharing with HCPF (County Department Communication Contact)? What are their responsibilities in that role?
- e. What is your procedure for having county-created communications approved by the Department?
- f. How are you ensuring they comply with Colorado Revised Statute 25.5-4.212 (otherwise known as SB 17-121)?
- g. Please describe your website review process to ensure it is compliant with SB 17-121.

5. Supporting Documentation

- a. All county or site created member correspondence