

The One Care 2014 Member Experience Survey – Brief Overview

The *One Care 2014 Member Experience Survey* was developed by the One Care Early Indicators Project (EIP) Workgroup.* The goal of this survey is to examine members' perceptions of and early experiences with getting care under One Care. The survey includes 38 core questions (along with a number of sub-questions) that seek to understand the experiences of voluntarily enrolled and auto-enrolled members relative to:

- The One Care enrollment process
- Their care team
- The assessment and care planning processes
- Overall satisfaction with the care plan
- The extent to which needs for care are being met under One Care
- The transition into One Care
- Overall perceptions of One Care

The survey will be administered in three waves, with each wave beginning a minimum of 120 days after the auto-enrollment waves, as follows:

- Wave 1 -- January 2014 auto-enrollment, survey began in June 2014
- Wave 2 -- April 2014 auto-enrollment, survey will begin in August 2014
- Wave 3 – July 2014 auto enrollment, survey will begin in November 2014

The survey will be administered to a total of 6,000 randomly selected One Care enrollees (2,000 per wave), with a goal of achieving a 50% response rate or 3,000 completed surveys. Three options are available for completing the survey – a mailed paper version; a telephone interview; and an online version – each requiring about 10-15 minutes to complete. The paper version is available in English; the telephone and online versions are available in English and Spanish.

All randomly selected enrollees are mailed a packet including:

- A cover letter and fact sheet (both documents are in English and Spanish)
- A copy of the *One Care 2014 Member Experience Survey*
- A self-addressed, stamped return envelop

The cover letter lets enrollees know that they can opt to complete the survey as a telephone interview (and provides a phone number to call) or online (and provides a username and password). A 2nd mailing of the survey packet is sent about 3 weeks after the first mailing to those not responding to the first mailing. About 2 weeks after the 2nd mailing, follow-up telephone calls are made to those not responding by mail, offering enrollees the option to complete the survey as a telephone interview.

The *One Care 2014 Member Experience Survey* is being administered by the UMass Medical School Office of Survey Research.

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