

Nevada Children's Rare Disease Stakeholder Interview Guide

<Insert Date>

<Insert Stakeholder Name>

Attendees

DHCFP/Nevada Medicaid:

Mercer:

Stakeholder:

Project Goal

The goal of the project's interview process is to understand the experience, perspectives, and recommendations from providers and advocacy groups within the system of care for children with rare diseases in Nevada.

The interview process includes:

- Specific questions
- Open discussion to address additional related topics within the focused area to:
 - Obtain a full understanding of what is working well
 - Identify possible areas for improvement

Topics and Questions

Questions/Discussion	Notes
Topic: Provided Services	
Please describe your patient population (i.e., age, condition, race, ethnicity, geographical location).	
Please describe your facility, to include location(s) and specialty areas.	
Do you provide diagnostic services, ongoing medical management, and treatment (e.g., infusions)?	
Please share information about other allied health services (e.g., nutrition services, PT/SLP/OT) or patient support services offered.	
Please identify the Medicaid MCOs participating with your practice? Do you accept FFS?	

Questions/Discussion	Notes
Topic: Access to Care	
How does proximity of care affect patient access?	
Please share information about average wait time for initial and follow-up appointments.	
What challenges exist regarding referrals being made based on MCO-preferred networks?	
What is your experience with the out-of-state referral process?	
Are out-of-state referrals primarily to Centers of Excellence or other out-of-state providers?	
Please share considerations for improvement.	

Questions/Discussion	Notes
Topic: Patient Experience	
What is the patient/family experience with current processes?	
Please share information about how care is coordinated with primary care and across specialty areas.	
How are Medicaid MCO and FFS care coordinators being utilized?	
What changes would improve patient/family experiences as it relates to Nevada Medicaid?	

Questions/Discussion	Notes
Topic: Prior Authorization	
What is working well in the prior authorization process? Medicaid MCO? FFS?	
What are the barriers/challenges in the prior authorization process?	
Do you have any suggestions for prior authorization improvement? Please offer rationale/justification.	

Questions/Discussion	Notes
Topic: Billing/Reimbursement	
What specific billing/reimbursement situations are you experiencing? Strengths? Barriers or challenges? Medicaid MCO? FFS?	
Do you have any suggestions for billing/reimbursement procedure improvement? Please offer rationale/justification.	
Do you participate or have an interest in any alternative payment methodology (e.g., bundled rates, value-based payments)?	

Questions/Discussion	Notes
Topic: Other	