



Minnesota Department of **Human Services**



Dual Demonstration Grant Updates

Lauren Siegel

Dual Demonstration Project Coordinator

Minnesota Department of Human Services

SNP Stakeholder Meeting

May 2, 2016

Results from Microphone Survey

- 9 people responded
- 2 out of 8 attending in-person have had a hard time hearing stakeholders
- 2 out of 4 have had a hard time hearing stakeholders when they have called in to the meeting
- All have access to a computer for audio and visual
- Suggestion to keep the phone option to make more accessible for program members
- Not actively pursuing purchase of microphone system
- **Should we reconsider and pursue the purchase? Or work harder to use the room microphones for everyone to hear better?**



Cultural Outreach Update

- Grants to four organizations – outreach to Lao, Hmong, African American, Somali
- Two progress reports, site visits to all
- Very useful feedback informing accessibility and process of enrollment and utilization of MSHO
- Each cultural group is experiencing barriers to enrolling in a different part of MA or Medicare
- Feedback is informing initiatives to create more readable materials and to investigate strategies to promote equity and accessibility of MSHO enrollment and care coordination utilization
- Stay tuned for date of grantee presentations, expected – late August



Senior Managed Care Guide Workgroup

- Guide is for people new to managed care or who request more information about choices and managed care.
- SNBC has own guide, seniors currently share a guide with other MA managed care programs.
- Thank you to stakeholders participating in workgroup to review proposed senior-specific guide. Feedback has been invaluable and will even inform changes to the guide for other MA programs.
- Have met twice. Currently working on revised version and will meet early May to review.
- Goal: Completed in time for open enrollment



MSHO Educational Materials

- All grantees have expressed culturally diverse seniors see MSHO materials from the health plan as a potential program/marketing “scam”. Good to have MSHO brochure from the State to be more neutral.
- Used to have such materials when MSHO was first established, but need to update them.
- Will use dual demo funds to develop
- Will use the senior guide workgroup to review and have received feedback about the old brochure from grantees.
- Would like to have complete for the grantees to utilize before end of their grants in August.

