

***Home and Community-Based Services (HCBS CAHPS) Survey
Frequently Asked Questions (FAQs)***

What is this survey about?

This survey is about the services you receive at home or in your community. We want to know how well our programs are working for people who live in the community. By telling us about your experiences with these services and how well they meet your needs, you will help us understand how well these programs are working.

Why is this study being done?

NH DHHS wants to know whether people are happy with their community-based Medicaid services. NH DHHS is working with Vital Research and Information Specialists Group, private research companies, to find out. You are one of about 1,200 NH residents we are asking to participate.

How did you get my name?

We are interviewing people who receive services in their home or community. NH DHHS gave us your name from a list of people who get these services.

What kinds of questions will you ask me?

The survey asks about your experiences with the services you receive. It asks about the people paid to help you, your case manager, your personal safety, your transportation services, things you do in the community, and about working at a job. We will read the questions out loud to you and enter your answers into a computer. There are no right or wrong answers to these questions. You can skip any questions you don't want to answer.

Why should I do this survey?

It is important for us to hear from you so that we can find out how to improve community-based Medicaid programs. We want to learn more about how to help people who receive services in their homes. This survey will help us learn more about these services. We are asking people like you who get these services to help us. This is your chance to tell us about your experiences.

Do I have to take this survey?

You do not have to take the survey. Completing it is voluntary. Whether or not you participate will not change the services you receive. Once we start the survey, you may also skip any question you don't want to answer.

What will happen if I say yes?

If you agree:

- a. Depending on your preference, an interviewer will either ask you questions over the phone, will come to your home, or will meet you at another location where you feel comfortable.
- b. The survey will take about 30 minutes.

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Office of Quality Assurance and Improvement (OQAI)**

What happens if I say yes, but change my mind later?

You can stop taking the survey at any time. You will not be penalized. The services and supports you get will not change.

What happens if I say no, I do not want to take the survey?

If you decide not to do the survey, nothing will happen. None of your services will change. No one will treat you differently. You will not be penalized. This survey is for program evaluation only.

How long will the survey take?

The survey will take about 30 minutes of your time. We can schedule the interview at a time that is right for you.

Who will see my answers?

What you have to say will be kept private and confidential. None of the people who help you will know what you say, unless you want them in the room while you answer the questions. Your answers will be grouped with answers from all the other people who participate in the survey and will be reported all together with no identifying information. However, we may be required to report any instances of abuse or neglect that you tell us about.

How will you protect my privacy?

All answers are confidential. They will be combined with other people's answers. People cannot be identified from the reports that come to NH DHHS.

The answers are for research only. They will not be used to determine whether you can still get Medicaid services. (But if interviewers see abuse or neglect, they must report it.)

Will it cost me anything to be in the survey?

No.

Will being in this survey help me in any way?

Your participation in the survey will help people who receive similar services in the future.

Is there any way that taking this survey could be bad for me?

There is a chance that the questions could make you sad or upset.

What if I have questions?

Please call Information Specialists Group (toll-free: 800-439-3185, please ask for extension 156) if you have any questions about the survey, or visit

<https://vitalresearch.com/newhampshire>