

Request for Information Regarding MCO Member Portals Due October 23, 2015

HHSC is interested in learning more about MCO member portals as a method to outreach members. We request your MCO fill out a survey using the following Survey Monkey link <https://www.surveymonkey.com/r/WTK9D5Z> by October 23, 2015. We have also attached a copy of the survey questions.

Please contact Marcus Denton via email at marcus.denton@hhsc.state.tx.us and copy your Health Plan Management Team if you have questions.

Survey Questions

Medicaid Managed Care Electronic Membership Communications Survey

The Centers for Medicare & Medicaid Services (CMS) has adopted a rule (42 C.F.R. §435.918, Use of Electronic Notices) requiring that states provide individuals with a choice of receiving certain Medicaid notices electronically or through the mail. HHSC is interested in determining Medicaid/CHIP MCOs' ability to provide secure electronic notices to their clients.

1. Name of MCO

2. Do you offer a member portal for Medicaid plans? If yes, please skip to question 3.

Yes

No

3. If you do not offer a member portal, are you planning to develop one in the next year? If no, you may skip the rest of the questions.

Yes

No

4. Do you require a member log-in?

Yes

No

5. Does your member portal contain general MCO information or member-specific information? (An example of general information would be flu shot reminders; an example of member-specific information would be customized THSteps reminders with specific dates.)

General information

Member-specific information

6. Please describe the type of information available in your portal (e.g. claim status inquiries, claims appeals, eligibility status inquiries, prior authorization requests, etc.).

7. Can you send secure messages to a member through the portal?

Yes

No

8. Do you track the percentage of members that access the portals? If no, you may skip to question 10.

Yes

No

9. If yes, what percent of your members have logged into the portal in the last six months?

10. Please provide a contact at your MCO that can answer additional questions regarding member portals.

Name and title

Company

Phone Number

Email Address

