

Attachment 5.b. IMD and CMHC Provider Interview Introductory Email from RTI to State Medicaid Director

To: State Medicaid Director

CC: CMCS DDME Analyst, 1115M&E Mailbox

Subject: RTI International Evaluation Section 1115 Serious Mental Illness/Serious Emotional Disturbance Demonstrations

Dear [STATE MEDICAID DIRECTOR],

As you may recall from our correspondence and interviews with you last year, CMS has contracted with RTI International to conduct a meta-evaluation of SMI/SED demonstrations. This evaluation will look across states with SMI/SED demonstrations to understand the demonstrations' effectiveness and how the context in which demonstrations are implemented lead to differences in effectiveness.

As part of the evaluation, RTI is conducting telephone interviews with institutions of mental disease (IMDs) and community mental health center (CMHC) leadership in states implementing SMI/SED demonstrations to understand the impacts of demonstrations on providers and Medicaid beneficiaries. We are asking for your assistance in identifying relevant IMD and CMHC providers and providing a warm hand-off to the IMD and CMHC leadership via email introduction.

We have listed selection criteria to help guide you in identifying the appropriate stakeholders:

- We are looking to speak with one IMD providing care to individuals with SMI or SED SUD services that can provide
 - information on changes IMDs made to align with the demonstration
 - what impact those changes had on the IMD and Medicaid enrollees
- We would like to speak with one CMHC that can provide
 - perspective on how care is delivered to Medicaid beneficiaries with SMI or SED
 - information on how the CMHC handles care transitions and care coordination
 - perspectives on the effects that care coordination activities have on providers and patients and service provision generally and any barriers to implementing changes to improve care coordination

Can you help us identify IMDs and CMHCs that meet the criteria listed above? Once you provide recommended IMD and CMHC providers, we would appreciate if you could connect us with IMD and CMHC staff directly. We have found that providers are more responsive to such requests if state officials provide an informal introduction between a point of contact and RTI. If that is not possible, we can reach out to the providers to ask them to participate in an interview in the upcoming weeks.

We've attached an email template for you to use to reach out to providers. The email template provides

- an overview of the evaluation,
- a description of the data collection approach,
- topics we will cover during the telephone interview, and
- next steps, including RTI reaching out with a follow-up email to schedule the interview.

We can schedule a brief call to help answer questions you may have. We appreciate your help facilitating this important evaluation. Please contact me at [INSERT TEAM LEAD PHONE NUMBER] if you have questions.

Thank you,

RTI SMI Team Lead