

Special Needs BasicCare Accessibility Survey 2026

November 10, 2025

Nicole Feltmann, SNBC Manager

Hennepin Health

- Hennepin Health, a health plan, is embedded with Hennepin County Health and Human Services department.
- Serves Families and Children and Special Needs BasicCare (SNBC) Medicaid 32,500 enrollees residing in Hennepin County only.
 - SNBC program – approximately 3,400 enrollees.
- Part of Accountable Health Model:
 - Hennepin Health
 - Hennepin Healthcare System clinics and hospital.
 - Hennepin County Public Health and Human Services department.
 - NorthPoint Health and Wellness Center.
- Large healthcare provider network

Accessibility Survey Topic

“Understanding Barriers to Primary Care & Adult Preventative Visits”

- Understanding the barriers SNBC members face when accessing primary care and adult preventative visits
 - Appreciating understanding between primary & specialty care access barriers
- Increasing primary care visits within SBNC membership
- Identifying opportunities for SNBC Care Coordinators to support SNBC members accessing preventative visits and primary care

Background

SNBC Enrollees:

- Approximately 3,400 SNBC enrollees are enrolled with Hennepin Health.
- Members are eligible for preventive services and primary care through a variety of methods:
 - Vaccinations: Flu, COVID, Shingles, etc.
 - Screenings : Colonoscopy, mammogram, prostate cancer, lung cancer, etc.
 - Bloodwork: Lipid panel, etc. Dental care: Check-ups and cleanings

Topic chosen because:

- **Whole person care:** Preventive visits are critical to ensuring whole person care for our members on SNBC.
- **PCP Linkage:** Establishing care with a primary care physician can improve coordination of care.
- **Specialty Care:** Members often discontinue critical follow up needed when unable to easily make specialty care appointments.

Survey Goals

This survey aims to understand the barriers to seeking and accessing primary care and preventive visits among Hennepin Health SNBC members.

Insights gleaned from this survey will be utilized in the following ways:

- **Closing the Knowledge Gap**

- Increase enrollee's knowledge about the importance of medical care, timely visits and needed follow up.

- **Development of Tools & Resources**

- Hennepin Health can utilize the results of the survey to develop tools for members and care navigators to increase primary care access for members on SNBC.

- **Greater Coordination of Care**

- Increase collaboration between primary, specialty, and preventative care in overall care coordination efforts.

- **Increase access to Primary Care visits**

- Survey findings will inform how Hennepin Health addresses barriers to primary care as part of Adult Preventive Visit interventions and campaign.

Survey Methodology

- Enrollees
 - In-person focus group in conjunction with Population Health
 - Qualtrics Survey
 - Potentially create QR code to access survey during HRA assessment visits
 - Survey available during wellness events, member events, dental days, and advisory committees.
 - Survey continuously available in Member Service Center.
- 2026 SNBC Member Event
 - Active Discussion & Identification of Barriers

Action Steps

- Enrollees
 - Presentations of key speakers promoting primary, specialty and preventative care.
 - Personalized support plan to meet enrollee's preferences/needs in accessing care & addressing identified barriers.
- Care Coordination Team
 - Provide continuous education around the importance of medical care and follow-up.
 - Develop specific resource navigation sheet based on identified barriers.
 - Integrate strategies in ongoing work with members.
 - Collaborate with key stakeholders to deliver coordinated care to members.

