



2025/2026 SNBC Accessibility Survey

11/13/25

Medica SNBC AccessAbility Survey Plan 2025/2026

Audience being surveyed: All of Medica's SNBC members active at the time the survey is ready to be sent out. Plan will be for this to go out midyear 2026 and allowing a period of approx. 3-4 weeks to have the survey returned/completed.

Communication: Once sent out, we will be letting Care Coordinators, Call Center, Case Management teams and our County and Community Engagement team know. Depending on the scheduled 2026 SNBC Advisory member meeting timeline, we will also discuss the upcoming survey at this meeting.

Delivery mode: Currently, we are planning for USPS mailed survey with a return envelope. We are also exploring an electronic survey option via QR code shared with members through various ways (secure postcard, email, or member portal).

Survey Translation: We are planning to translate the survey and survey letter into the top 5 languages for our SNBC membership and will mail the translated survey to those members who have one of these languages listed in our system. We do have a plan to translate any responses back to us which might be written out by our members in a language other than English.

Volume of questions: After gathering feedback from several members, our internal team familiar with survey effectiveness and other SNBC SME's, we are aiming for no greater than ten questions. Most Care Coordinators have indicated the best volume of questions will be 6-10.

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Development of questions: In development of our plan, we gathered feedback from several current SNBC members in 1:1 conversation, Care Coordinators, our internal team familiar with survey effectiveness and other internal SNBC SME's.

Tentative questions: Our survey questions will be about physical accessibility of provider offices, ease of making appointments, and ease of setting up the correct type of transportation. We are still finalizing the questions.

Gathering individual feedback: We are hoping to include some free text areas so members can provide specific feedback to us. If we are unable to insert this due to the survey design/collection plans, we will include information on how members can provide individual feedback to us as part of this process.

Collection plans: Once the survey has closed, the Medicaid team will compile and review the responses and pull together a broader internal group of SMEs to review the trends to determine the follow up actions.

Sharing of survey responses: Once we have compiled the responses, we will complete an action plan to include discussion of the results with Care Coordinators, members at the next scheduled SNBC Advisory member mtg, internal SME's at Medica and with the DHS Advisory group at the end of 2026.