

PrimeWest Health

Plan for 2026 SNBC Accessibility Survey

Accessibility Survey Topic

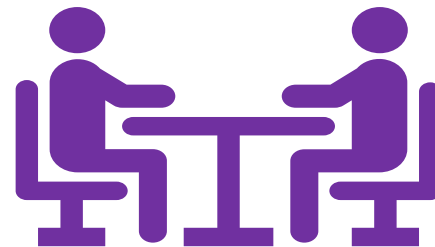
Find out how well we are communicating with our members who have disabilities.

How well do we explain how to use our health plan?

How helpful is our written information?

What aren't we doing that would be helpful?

What can we do better?



Background

Last year, PrimeWest surveyed home health providers and our SNBC members to learn how well members' needs are being met.

When reviewing our survey results, we wondered how we (PrimeWest) are doing with meeting the needs of our members.

Are our materials understandable?

Are we providing the kind of help that's most important to our members?

What can we do better?

What We Are Hoping to Learn



If there are better ways for us to help our SNBC members.



If we are being clear in our communications (if not, what can we change?).



If there is something our SNBC members need from us that we are missing.

Supporting Information

According to the ADA communicating successfully is very important in providing services. People with certain disabilities might communicate in different ways.

State/local governments, businesses, and nonprofit organizations must make sure they communicate effectively. [Communicating Effectively with People with Disabilities | ADA.gov](#)

Supporting Information

Including people with disabilities allows them to take advantage of the same health promotion and prevention activities experienced by people who do not have disabilities.

According to the CDC, including people with disabilities in these activities begins with identifying and eliminating barriers to their participation. [Disability Inclusion | Disability Inclusion | CDC](#)

PrimeWest's Special Needs Stakeholder Group

Approved the topic of our survey

Agreed that the quality of PrimeWest's communications with members who have disabilities are an important topic

Made some suggestions that are included in our questions

Goal/Purpose of Our Survey



To find out if we are meeting the needs of our SNBC members



To learn what we can do better



To learn what we are missing



To improve how we work with our SNBC members

Survey Methodology



Call / Mail a seven-question survey to SNBC members.

Postage Paid Return Envelope



Offer members an option to call us with their answers, if survey is mailed.



Surveys will be completed in May 2026 and a return requested by June 30, 2026.

Analyzing Results

Member responses will be counted and studied for areas we can improve on.



These areas of improvement will be brought to our Population Health & Equity Advisory Committee for ideas on how we can act based on what we learned.



These recommendations will be presented to stakeholder groups for their thoughts and then presented to senior leadership.



Implementing Changes

Changes to areas for improvement
will be made by December 2026.

SURVEY QUESTIONS



SNBC Survey Questions



Question 1

Do you understand how to use your PrimeWest Health Plan to get the care you need?

1. Yes, I am an expert
2. I understand some but not all of how to use my Health Plan
3. I understand a little of how to use my Health Plan
4. I don't understand how to use my Health Plan at all.
5. I am not sure

Question 2

What would help you to better understand how to use your PrimeWest Health plan to get the care you need?

1. Better instructions on the PrimeWest Health website
2. Having someone available to explain my benefits to me
3. Getting help through phone calls or emails from PrimeWest Health staff
4. Having written instructions on where to get help
5. Other (please explain):

SNBC Survey Questions

Question 3

In what ways have you communicated with PrimeWest Health in the past? (select multiple options as needed)

1. Talking to our Member Contact Center on the phone
2. Getting a call from my PrimeWest Health Care Coordinator
3. Using our website
4. Reading our newsletter (PrimeLines)
5. Something Else?

SNBC Survey Questions

Question 4

How hard is it to understand the written information you receive from PrimeWest Health (such as our newsletters or Member Handbooks)?

1. Very easy
2. Somewhat easy
3. Neither easy nor hard
4. Somewhat hard
5. Very hard

Question 5

What would help you better understand the written information you receive from PrimeWest?

1. More visuals (pictures, charts, or other)
2. Step-by-step explanations of benefits and services
3. Going through written information over the phone with a PrimeWest Health team member
5. Other (please explain): _____

SNBC Survey Questions

Question 6

Is there any kind of support you wish you had from PrimeWest Health but don't?

1. A care coordinator or nurse who can help with a condition I have (please explain) _____
2. More help learning how to use the PrimeWest Health website
3. More reminders about when I am due for preventive care and screenings (such as cancer screenings)
4. More health-related education sent by mail
5. Something Else?

SNBC Survey Questions

Question 7

What is the biggest problem you have when getting health care (like making appointments, understanding your insurance, or getting the care you need)? Select all that apply

1. Understanding my health insurance and what is covered
2. Finding a doctor or specialist who can see me
3. Understanding how to get a referral to a specialist
4. Understanding the information my doctor gives me
5. Getting to my appointments (transportation)
6. Getting help when I need it (like customer service)
7. Language or cultural problems
8. Other (please explain): _____

