


SNBC Service Accessibility Survey


November 2025



Stakeholder Engagement for our Topic

- We discussed ideas and got feedback from the following groups to help select our topic and draft our questions:
 - Member Advisory Committee
 - Rural Stakeholders
 - County Directors
 - County Supervisors
 - Care Coordinators
 - Care Coordination/Model of Care Workgroup
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Topic Ideas Discussed with Stakeholders


- **Workflows/communication between case managers and care coordinators** – any improvements that could be made that would help members?
 - **Communications/materials/resources for SNBC members** – are there any additional communications that could be helpful for this population?
 - **Provider waiting room resources for members with cognitive/sensory needs** – what is most helpful?
 - **Educational materials/resources for the SNBC population about applying for Medical Assistance, remaining eligible, renewing Medical Assistance, etc.** Are there additional materials/communications that could be helpful?
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Selected Topic

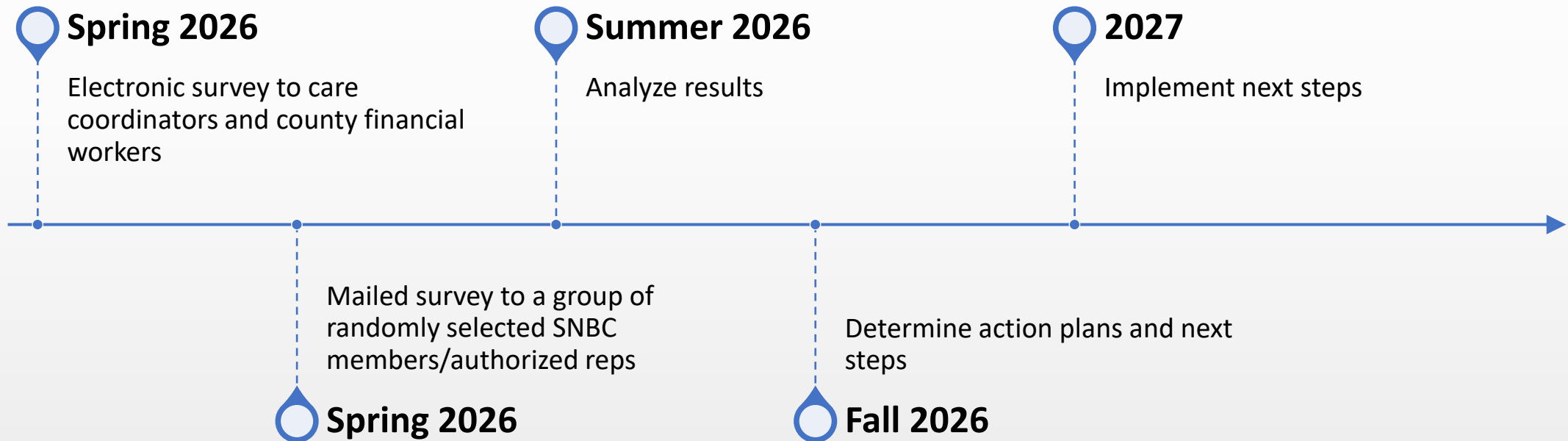
- Educational materials/resources for the SNBC population about applying for Medical Assistance, remaining eligible, and renewing their coverage.
 - This topic was selected based on our stakeholder feedback as individuals cannot get the services they need if they do not have coverage.
 - **Hypothesis:** Additional educational materials/communications/resources would be helpful for the SNBC population regarding applying for, remaining eligible and renewing their Medical Assistance coverage.




Goals

- Identify if additional educational materials, communications or resources would be helpful for the SNBC population regarding applying for, remaining eligible and renewing their Medical Assistance coverage.
 - If so, identify the types of materials, communications or resources that would be helpful.
 - If so, identify the questions people have and the information that would be helpful.
 - Based on the results, develop a communications plan and execute.
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DRAFT Survey Method and Timeline




DRAFT Questions for Members/Authorized Reps

- How easy or difficult was it to apply for Medical Assistance/the SNBC Program?
 - Did you receive any materials to help guide you through the process?
 - If “yes,” were the materials easy to understand?
 - If “yes,” were the materials helpful?
 - What kind of materials/information would have made the process easier to understand?
 - Do you know when you will need to renew your eligibility for Medical Assistance?
 - If you have had to renew your eligibility for Medical Assistance, how easy or difficult was the process?
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DRAFT Questions for Members/Authorized Reps

- If you have had to renew your eligibility for Medical Assistance, who did you go to for any questions/assistance needed? (For example, care coordinator, county financial worker, etc.)
 - Did you receive any materials to help guide you through the renewal process? (Same subset of follow-up questions on previous slide)
 - What kind of materials/information would make the renewal process easier to understand?
 - What format(s) would you prefer to receive information in pertaining to these processes? (For example, printed guides, videos, digital resources, etc.)
 - What accessibility tools do you utilize or prefer, if any, for communications? (Provide examples)
 - What questions/concerns do you have about staying eligible for Medical Assistance/the SNBC program?
 - What other feedback/suggestions do you have pertaining to this topic?
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2023/2024 SNBC Service Accessibility Survey Summary

- Topic: Provider staff training for serving people with disabilities.
 - Surveyed primary care, emergency department, home care and dental providers in our service area to identify training that is in place and any needs.
 - We had a 50% survey response rate across all provider types.
 - Implemented communications to providers based on the results.
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2023/2024 SNBC Service Accessibility Survey

Action Steps

- Providers indicated that more information would be helpful regarding what the SNBC program is and best practices for serving people with disabilities.
 - We provided information in our **Provider Newsletter** on these topics and will continue to share through various meetings and communications with providers.
- We provided additional information and resources for dental providers based on our survey results.
 - We developed a **special webpage** with information and resources and shared this information in our **Provider Newsletter**. We will continue to share this information as we work with/meet with dental providers.



Dental Provider Webpage



Dental Provider Resources

In accordance with South Country Health Alliance's Special Needs Basic Care (SNBC) contract with DHS (Section 6.10.9.1) South Country conducted a provider accessibility survey in 2024. Among the surveyed provider types, dental providers had the highest response rate with 50% requesting training for working with people with disabilities. Summary level results of the survey can be seen here in this [powerpoint presentation](#).

South Country has compiled the resources below for providers to become better equipped to treat patients with special needs.

- 1) National Inclusive Curriculum for Health Education (NICHE) is an initiative of the American Academy of Developmental Medicine and Dentistry (AADMD). This free interdisciplinary training was developed by three key partners: learners, educators, and people with intellectual and developmental disabilities. The curriculum is designed for medical and dental students who often don't otherwise have practical opportunities to learn about working with patients with disabilities but is beneficial to anyone working in the field. Providers can work at their own pace and may start at the beginning or choose specific lessons to focus on. [Overview — NICHE](#)
- 2) The Center for Persons with Disabilities Presentation Series is a professional development program aimed at building awareness of the barriers to equitable oral health for individuals with disabilities. This Penn Dental Medicine series offers free CE credits. Dental professionals completing 18 or more of the courses in a three-year period may receive a Disabilities Dentistry Clinician Expert certificate. [Center for Persons with Disabilities Presentation Series - Penn Dental Medicine](#)
- 3) The Mental Health Resources (MHR) Toolkit for dentists and other oral health professionals offers guidance on dental care for people living with serious mental illness and/or substance use disorder. [Dental Care for People Living with Serious Mental Illness and/or Substance Use Disorder](#)
- 4) Additional articles and resources:
 - a. [Considerations for Patients with Special Needs | American Dental Association](#)
 - b. [Strategies for Managing Patients With Special Needs and Disabilities - Dimensions of Dental Hygiene](#)
 - c. [Patients with Special Needs | MouthHealthy - Oral Health Information from the ADA](#)
 - d. [Caregivers Guide - Adults Over 60 | MouthHealthy - Oral Health Information from the ADA](#)
 - e. [Best Practices for Patients with Special Healthcare Needs](#)
 - f. [A Guide to Oral Health – Minnesota Oral Health Coalition](#)
 - g. [Oral Health Continuing Education & Training | CareQuest Institute](#)
 - h. [Disability Resources for Dental Providers - MN Dept. of Health](#)


Questions or Comments?




Thank you!

Appendix Slides


DRAFT Questions for Care Coordinators

- In your opinion:
 - What are the most common questions SNBC members/authorized representatives have about the MA renewal process?
 - What are the most common challenges SNBC members/authorized representatives face in renewing their eligibility?
 - Do you assist SNBC members/authorized representatives with questions about the MA renewal process?
 - If so, what types of questions do you assist with?
 - On average, how many SNBC members/authorized representatives do you assist each year?
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DRAFT Questions for Care Coordinators

- In your opinion:
 - What types of resources or tools would be helpful for SNBC members/authorized representatives regarding the renewal process?
 - What formats of educational materials do you think would be most effective for this population? (For example, printed guides, videos, digital resources, etc.)
 - Are there any other types of communications/materials that would be helpful for SNBC members/authorized representatives?
 - What other feedback/suggestions do you have pertaining to this topic?
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DRAFT Questions for Financial Workers

- In your opinion:
 - What are the most common barriers people with disabilities face in becoming eligible for Medical Assistance/the SNBC Program?
 - What are the most common questions people with disabilities have regarding eligibility for Medical Assistance/the SNBC Program?
 - What are the most common issues SNBC members/authorized representatives face in renewing their eligibility?
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DRAFT Questions for Financial Workers

- In your opinion:
 - Are there current materials available to guide people through the eligibility process for MA/the SNBC Program and the eligibility renewal process?
 - If “yes,” are these materials effective and sufficient?
 - How could these materials be improved?
 - What types of resources or tools would be helpful for people with disabilities/SNBC members/authorized representatives regarding the eligibility and renewal processes?
 - What formats of educational materials regarding the eligibility and renewal processes do you think would be most effective for this population? (For example, printed guides, videos, digital resources, etc.)
 - What other feedback/suggestions do you have pertaining to this topic?
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