



# UCare 2026 SNBC Accessibility Survey Plan

Presenters:

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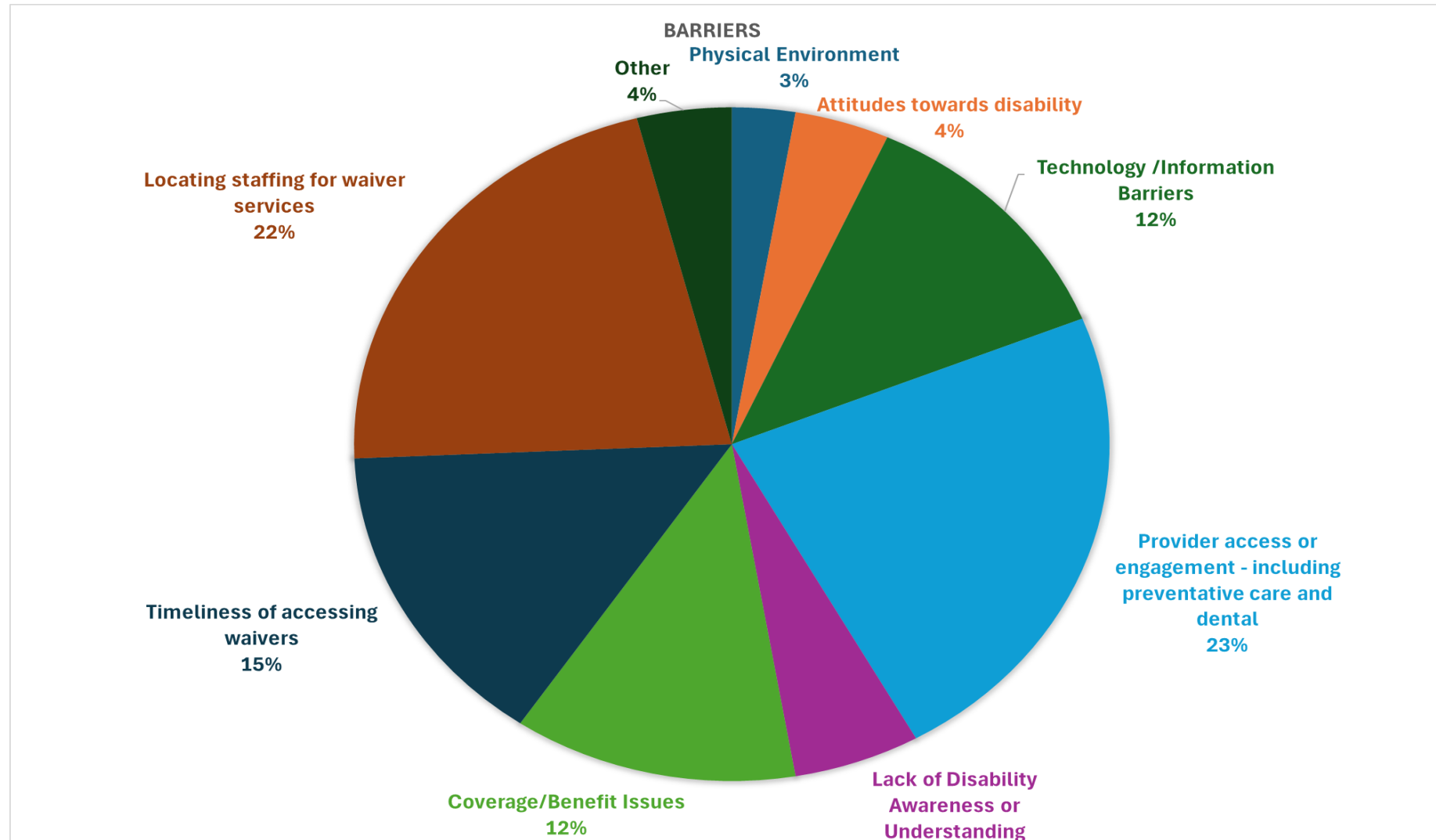
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# Accessibility Survey Topic



Accessibility Barriers to Preventive Care: Annual Wellness Visits, Colon, and Breast Cancer Screenings

# Background – Topic Selection



# Background – Topic Selection (Data)



2024 CARE COORDINATION  
COMPLAINTS AND  
GRIEVANCES



2024 SNBC POPULATION  
HEALTH ASSESSMENT AND  
CAHPS SURVEY



HEDIS RATES



# UCare Disability Advisory Council

## **Benefit/Care Access for Preventative Services**

- Challenges with post-procedure support
- Transportation and Escort Needs
- Cognitive and Physical Support Gaps
- 24-hour post-procedure requirements
- Advocacy and Communication Assistance
- Digital Access and Communication Barriers



# Background – Topic Selection

## **Hypothesis:**

Individuals with disabilities experience multiple, interacting barriers that limit their participation in preventative care services.

Interventions that address multiple levels of support (i.e., individual, provider and system factors) will lead to greater increases in preventive care utilization among individuals with disabilities.

# Survey Goals and Purpose



- **Identify accessibility barriers:** Collect data on specific challenges that impact SNBC members' accessibility to preventative care.
- **Understand the impact of barriers:** Analyze how these barriers affect SNBC members' ability to receive recommended care.
- **Inform the development of targeted interventions:** Use findings to drive the creation of more focused strategies that address the barriers.
- **Increase preventive care participation:** Support efforts to improve adherence rates for Annual Wellness Visits and recommended cancer screenings.

# Survey Question Development



Research on other market surveys and best practices



Stakeholder and survey vendor feedback



Clear, concise and short



Most closed-ended questions with one open-ended option



Plain language review





# Survey Methodology

- **Target audience for the survey**
  - UCare Connect and Connect + Medicare members
  - Members with a gap in Annual Wellness Visit in 2025
- **Timelines**
  - Administration of the survey is Q1 2026
- **Method of the survey**
  - Email and mail
  - Survey completion: paper/mailing or online
  - Available in English, Hmong, Spanish, Somali (including language block for other language options)



Questions?