



Milken Institute School
of Public Health
THE GEORGE WASHINGTON UNIVERSITY

Geiger Gibson
Program in
Community
Health Policy



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community health foundation



NATIONAL ASSOCIATION OF
Community Health Centers

2018 Survey of Community Health Centers' Experiences and Activities under the Affordable Care Act

Consent Form and Information Sheet about the Research Study
(IRB #: 101705)

Not to be completed by paper. Please complete online.

2018 Survey of Community Health Centers' Experiences and Activities Under the Affordable Care Act

You are invited to participate in this survey conducted by the George Washington University (GWU) and the National Association of Community Health Centers (NACHC) and supported by the RCHN Community Health Foundation and the Henry J. Kaiser Family Foundation Program on Medicaid and the Uninsured. The purpose of this survey is to assess the experiences of community health centers in a more mature Affordable Care Act (ACA) market, and this year it focuses on three key issues: (i) health centers' role in health insurance outreach and enrollment; (ii) how health centers are evolving under the ACA and the financial, professional, and patient care-related challenges they face; and (iii) how health centers are approaching the opioid crisis and the treatment options that are available.

Your participation in this study is voluntary. If you do choose to participate in this survey, only questions 1, 6, and the final PCA-related question are required; you may choose to skip any other question. You also can elect to cease participating in this study at any time. We estimate that you will need approximately 15 minutes to complete this survey.

The possible risks or discomforts participating health centers and their staff could experience during this study are minimal. You will not benefit directly from your participation in the study, but the results of this study may provide benefits to society by identifying the opportunities and challenges that health centers face in serving their patients and communities and potential policy reforms that could strengthen health centers, including Medicaid reforms, additional grant funding, and program reforms to bring health professionals to medically underserved communities.

Who Should Complete This Survey

All federally-funded community health centers in the 50 states and DC should complete this survey. The survey should be completed by the health center CEO or her/his designee. An individualized link has been created for each health center, so your progress will be saved and you can return to the survey. You can forward the link to your designee, but please do not forward the link beyond your health center. Please use only the "Next," "Prev," and "Done" buttons provided by SurveyMonkey to navigate the survey; if you use your internet browser's Forward and Back

buttons, you may lose your answers.

Confidentiality

Your information and responses will be kept confidential. All findings will be reported in the aggregate only. Only GWU and NACHC researchers will have access to individual responses. Your identity will be known only to the principal investigators and the research staff. No respondents will be identified by name in any printed report. This survey will ask you if you are willing for NACHC to share your findings with your state Primary Care Association (PCA) to help the PCA in providing technical assistance to you. Should you provide us with permission to share your responses, only the PCA in your state will receive the information. Your information otherwise will not be shared and will be kept securely at GWU and NACHC.

The Office of Human Research of George Washington University, at (202)-994-2715, can provide further information about your rights as a research participant. Further information regarding this survey can be obtained by contacting the principal investigator, Sara Rosenbaum (ggprogram@gwu.edu).

Your willingness to participate in this research study is implied if you proceed with completing the survey.

* 1. Name of your health center

2. UDS or BHCMISID Number

3. Name of person filling out the survey

4. Job title of person filling out the survey

5. City

* 6. State

State/Province

7. Email

Email Address



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Questions Related to Health Center Outreach and Enrollment Activities

Health centers play a central role in assisting patients and, in some places, other community residents to enroll in Medicaid and subsidized health insurance plans sold in the Marketplace/Exchange and to renew their coverage. The following questions will help us to learn more about your outreach, enrollment, and renewal activities.

8. What steps did your health center take to prepare for this year's (2017-2018) shortened open enrollment period? (Check all that apply).

- Not applicable—state did not change open enrollment period
- We did not make any changes to prepare for the shortened open enrollment period
- Added additional assisters, outreach, and/or enrollment staff
- Increased hours for enrollment assistance during open enrollment
- Increased the number of enrollment assistance appointments during open enrollment
- Scheduled pre-enrollment appointments prior to November 1
- Contacted patients ahead of November 1 to inform them of the shortened open enrollment period
- Increased outreach events ahead of open enrollment
- Developed educational and marketing materials to send to patients
- Other (please specify)

9. How many full-time equivalent (FTE) paid staff provide enrollment assistance at your health center? (Please enter numeric values).

During this year's (2017-2018) open enrollment period

Throughout the year

10. Compared to the last open enrollment period (November 2016-January 2017), has the number of FTE paid staff that currently provide enrollment assistance at your health center changed?

- The number of FTE paid staff has increased
- The number of FTE paid staff has decreased
- The number of FTE paid staff has stayed about the same
- Don't know

11. Compared to the last open enrollment period (November 2016-January 2017), has the number of people seeking assistance with enrollment during the most recent open enrollment period increased, decreased, or stayed about the same?

- Open enrollment in my state has not ended
- The number of people seeking enrollment assistance has increased
- The number of people seeking enrollment assistance has decreased
- The number of people seeking enrollment assistance has stayed about the same
- Don't know

12. Compared to the last open enrollment period (November 2016-January 2017), did your health center assist with more, fewer, or about the same number of new applications or renewals for Marketplace coverage during the most recent open enrollment period?

	More	Fewer	About the same	Open enrollment in my state has not ended
New Marketplace applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketplace renewals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Compared to calendar year 2016, did your health center assist with more, fewer, or about the same number of new applications or renewals for Medicaid during calendar year 2017?

	More	Fewer	About the same	Not applicable
New Medicaid applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicaid renewals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Compared to the last open enrollment period (November 2016-January 2017), did or will your health center participate in more, fewer, or about the same number of off-site outreach events during the most recent open enrollment period?

- We did not or will not participate in off-site outreach events
- More off-site outreach events
- Fewer off-site outreach events
- About the same number of off-site outreach events

15. How did the delay in reauthorizing federal health center grant funding affect your outreach and enrollment activities during the most recent open enrollment period? (Check all that apply).

- The funding delay had no effect
- We reduced our in-reach activities
- We reduced our outreach activities
- We limited our enrollment assistance services
- We reduced the number of enrollment assistance staff
- We did not hire additional staff to provide enrollment assistance
- Other (please specify)

16. Does your health center receive navigator funding as a grantee or a sub-grantee to provide Marketplace outreach and enrollment services?

- Yes
- No



17. Was your navigator funding to provide Marketplace outreach and enrollment services reduced for the 2017-2018 funding year?

- Yes
- No



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18. How did your health center respond to navigator funding cuts? (Check all that apply).

- Did not make any changes in response to navigator funding cuts
- Reduced staff
- Reduced the number of enrollment assistance appointments
- Limited enrollment assistance provided to consumers who are not health center patients
- Reduced the number of outreach activities and events
- Limited the time staff devote to helping consumers with complex cases
- Reduced the geographic service area
- Other (please specify)

19. In addition to providing assistance with eligibility for premium tax credits, QHP plan selections, and/or Medicaid applications, did your enrollment and outreach staff engage in any of the following activities during the most recent open enrollment period? (Check all that apply).

- Provide interpretation services
- Assist consumers with appeals of eligibility determinations
- Assist consumers with obtaining exemptions from the individual mandate
- Provide financial literacy counseling
- Provide health insurance literacy counseling
- Provide counseling on how to use insurance
- Assist with post-enrollment problems, such as billing issues or denied claims
- Assist with resolving data match inconsistencies
- Provide case management for difficult cases
- None of these activities



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20. Compared to the last open enrollment period (November 2016-January 2017), would you say your staff who provide enrollment and outreach services are spending more time engaging in the activities described above, less time, or about the same amount of time?

- More time
- Less time
- About the same amount of time
- Don't know



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Changes in Health Center Capacity and Access

This section seeks information on how your health center's capacity has changed in the past year. Please tell us about changes in each of the following areas by responding to the following questions about capacity and operations.

21. Please indicate how, if at all, services provided by your health center (either on-site or through paid referrals) and staffing have changed in the past calendar year.

	No change	Increased	Decreased	Not applicable
Dental services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use disorder treatment services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use disorder treatment staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family planning services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family planning staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pharmacy services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chronic care management services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telemedicine services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enabling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social services (e.g., housing, TANF, SNAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Please indicate how, if at all, the number of health center sites and patient access to care at your health center have changed in the past calendar year.

	No change	Increased	Decreased	Not applicable
Number of sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waits for new patient appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waits for follow-up appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wait times in the waiting room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of other healthcare providers in the community who also provide care to uninsured patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. In light of the lack of funding predictability from the failure to address the health center funding cliff, please tell us which actions, if any, your health center has taken or will consider taking. (Check all that apply).

	Action taken	Considering action
Not considering any immediate actions (if so, please do not select other options)	<input type="checkbox"/>	<input type="checkbox"/>
Tap into and spend down reserves	<input type="checkbox"/>	<input type="checkbox"/>
Cancel or delay planned facility renovation or expansion	<input type="checkbox"/>	<input type="checkbox"/>
Institute a hiring freeze	<input type="checkbox"/>	<input type="checkbox"/>
Lay off staff	<input type="checkbox"/>	<input type="checkbox"/>
Reduce staff hours	<input type="checkbox"/>	<input type="checkbox"/>
Reduce hours of operations	<input type="checkbox"/>	<input type="checkbox"/>
Close one or more health center sites	<input type="checkbox"/>	<input type="checkbox"/>
Eliminate or reduce medical services	<input type="checkbox"/>	<input type="checkbox"/>
Eliminate or reduce dental services	<input type="checkbox"/>	<input type="checkbox"/>
Eliminate or reduce mental health services	<input type="checkbox"/>	<input type="checkbox"/>
Eliminate or reduce substance use disorder treatment services	<input type="checkbox"/>	<input type="checkbox"/>
Eliminate or reduce enabling services	<input type="checkbox"/>	<input type="checkbox"/>
Eliminate or reduce vision services	<input type="checkbox"/>	<input type="checkbox"/>
Eliminate or reduce pharmacy services	<input type="checkbox"/>	<input type="checkbox"/>
Cancel or delay plans to invest in key quality improvement activities or infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

Other action (please specify)

24. Please indicate how, if at all, the following financial factors have changed for your health center in the past calendar year.

	No change	Increased	Decreased	Not applicable
Access to private capital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Federal grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State and local grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicaid revenue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private insurance revenue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family planning funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Percentage of Medicaid/CHIP patients who have a lapse or break in insurance coverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Percentage of private insurance patients who have a lapse or break in insurance coverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Percentage of insured patients who are unable to pay their deductibles and cost-sharing payments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Percentage of privately insured patients who pay sliding scale fees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Funding for community benefit activities from local hospitals and/or health plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Health centers' provision of addiction treatment services

25. Looking back on the past THREE years, has your health center seen a rise in patients:

	Yes	No	Don't know
With prescription opioid addiction?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With nonprescription opioid addiction?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Does your health center have written policies and procedures regarding the use of prescription drug monitoring programs before writing prescriptions for opioids?

- Yes
- No
- Don't know

27. Does your health center provide medication-assisted treatment (MAT) services for opioid addiction on-site?

- Yes, we provide both medication and counseling on-site
- Yes, we provide only medication on-site
- No, we don't provide these services on-site



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28. Does your health center provide these on-site MAT services at all of your health center's sites or only some sites?

- All sites
- Only some sites

29. Please indicate if your health center provides the following medications for opioid addiction.

	Yes	No	Not applicable
Methadone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buprenorphine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oral naltrexone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Injectable naltrexone (Vivitrol)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. Does your health center have the capacity to treat all patients who seek MAT services at the sites that provide on-site MAT services for opioid addiction?

- Yes, we have capacity to treat all patients who seek MAT services
- No, we do not have capacity to treat all patients who seek MAT services
- Don't know

31. Does your health center offer on-site training to your providers on prescribing medications as part of medication-assisted treatment (MAT) for opioid addiction?

- Yes
- No



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32. Did your health center fund this training with a HRSA grant?

- Yes
- No

33. Has your health center increased the number of providers with a waiver to prescribe buprenorphine in the past calendar year?

- Yes
- No

34. Does your health center face provider shortages when attempting to refer patients elsewhere for MAT services for opioid addiction?

- We do not attempt to make referrals
- Yes, we face provider shortages when trying to refer
- No, we do not face provider shortages when trying to refer
- Don't know

35. Does your health center distribute naloxone for opioid overdose reversals?

- Yes
- No
- Not applicable



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Challenges for your health center

36. Please identify the top 3 challenges facing your health center.

	Top challenge	Second top challenge	Third top challenge
Patient confusion regarding eligibility for insurance programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to Medicaid reimbursement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to Medicaid eligibility criteria	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient grant funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient insurance reimbursement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting with insurers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workforce recruitment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workforce retention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High numbers of uninsured patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competition from other providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integrating care provided by your health center with healthcare provided by other providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integrating care provided by your health center with social services (e.g. housing, TANF, SNAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inadequate physical space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)



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* 37. Your responses to this survey will be used only in the aggregate with other health centers' responses unless you consent for NACHC to share your complete response to this survey with your state's Primary Care Association (PCA). **Do we have permission for NACHC to share your complete response to this survey with your state's Primary Care Association?**

Yes

No

Please ensure you click the "Done" button to record your answers.

Thank you for completing this survey!