

QUESTIONS AND ANSWERS
about the FAMILY♥VOICES Managed Care Interviews

What is Family Voices?

Family voices is a grassroots network of families and friends of children with special health care needs, which provides information and education about ways to assure quality health care for children with special health care needs. Family Voices State Coordinators, Regional Coordinators and National Staff provide a parent perspective to discussions and work with providers, program people and policy makers on the community, state and national level all around the country.

What is the overall purpose of this project?

The overall purpose of this project is to improve the health care of children with special health care needs. Families, along with health plans, state agencies and providers must all work together to assure that children with special health care needs are provided quality health care.

Why is this project important?

Families, policy makers, and health plans are all interested in better serving children with special health care needs. More and better information is needed to understand how families are served by their health care systems and what might be improved. Insights and recommendations directly from managed care organizations are an important component of this process.

Who's paying for this project?

This project is funded through grants from the David and Lucile Packard Foundation of California

What is the purpose of the interviews?

Family♥Voices is committed to ensuring that families build partnerships with professionals in systems that impact the health of their children with special health needs. Family Voices has found that initiating relationships with health plans and caregivers has been an essential basis for improving children's health. We want to learn more about the promising policies and practices that plan's are using to best serve children with special needs and their families, as well as issues that managed care organizations face in providing quality care for these children.

Who will carry out the interviews?

The interviews will be carried out by Family Voices Coordinators and other parent leaders. Each interview will be conducted by a two person parent team.

How are Managed Care Organizations chosen for the interviews?

Participating Family Voices State Coordinators identify key managed care organizations in their states, and invite them to take part in the interviews. Seventeen interviews have taken place in ten states in the first round

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of interviews. A variety of types of managed care plans will be invited to participate in order to collect information about a range of policies and practices.

Will individual plans be identified?

No individual plan will be identified in any of our reports. Each participating managed care organization will be sent a draft write up of their interview for their review and comments, in order to ensure accuracy.

What will be done with the results of the interviews?

Information from the interviews will be compiled and disseminated in a variety of ways. We will put together good ideas and practices reported by the managed care plans in the interviews and disseminate them through the Family voices website. Family voices Coordinators in participating states will plan efforts to disseminate the information gathered. The information we gather will assist Family Voices Coordinators and other family leaders in discussions with policy makers, program planners, providers and other interested parties on how to improve the quality of care for children with special health care needs.

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