



Oregon Health Authority (OHA) Calendar Year (CY) 2021 Secret Shopper Survey

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Presentation Overview

- CY 2021 Secret Shopper Survey Overview
- Secret Shopper Study Purpose/Goal
- Study Design
- Survey Process
- Timeline



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CY 2021 Secret Shopper Survey Overview

- Overview
 - OHA contracted HSAG to conduct a secret shopper telephone survey among primary physical health and dental care providers (PCPs) contracted with one or more CCO or DCO
- Purpose
 - Collect primary care appointment availability for Oregon Health Plan (OHP) members new to the provider location
 - Routine well-checks (CCO and DCO provider locations)
 - Non-urgent problem-focused (“symptomatic”) visits (CCO provider locations)
 - The secret shopper approach allows HSAG to supply OHA and the CCOs/DCOs with information on provider data validity and members’ experiences in seeking care

Participating CCOs

- Advanced Health
- AllCare CCO, Inc.
- Cascade Health Alliance, LLC
- Columbia Pacific CCO, LLC
- Eastern Oregon CCO, LLC
- Health Share of Oregon
- InterCommunity Health Network
- Jackson Care Connect
- PacificSource Community Solutions–Central Oregon
- PacificSource Community Solutions–Columbia Gorge
- PacificSource Community Solutions–Lane
- PacificSource Community Solutions–Marion Polk
- Trillium Community Health Plan, Inc.–North
- Trillium Community Health Plan, Inc.–South
- Umpqua Health Alliance, LLC
- Yamhill Community Care Organization

Participating DCOs

- Advantage Dental Services, LLC
- Capitol Dental Care, Inc.
- Family Dental Care, Inc.
- Managed Dental Care of Oregon, Inc.
- ODS Community Dental

Eligible Survey Population

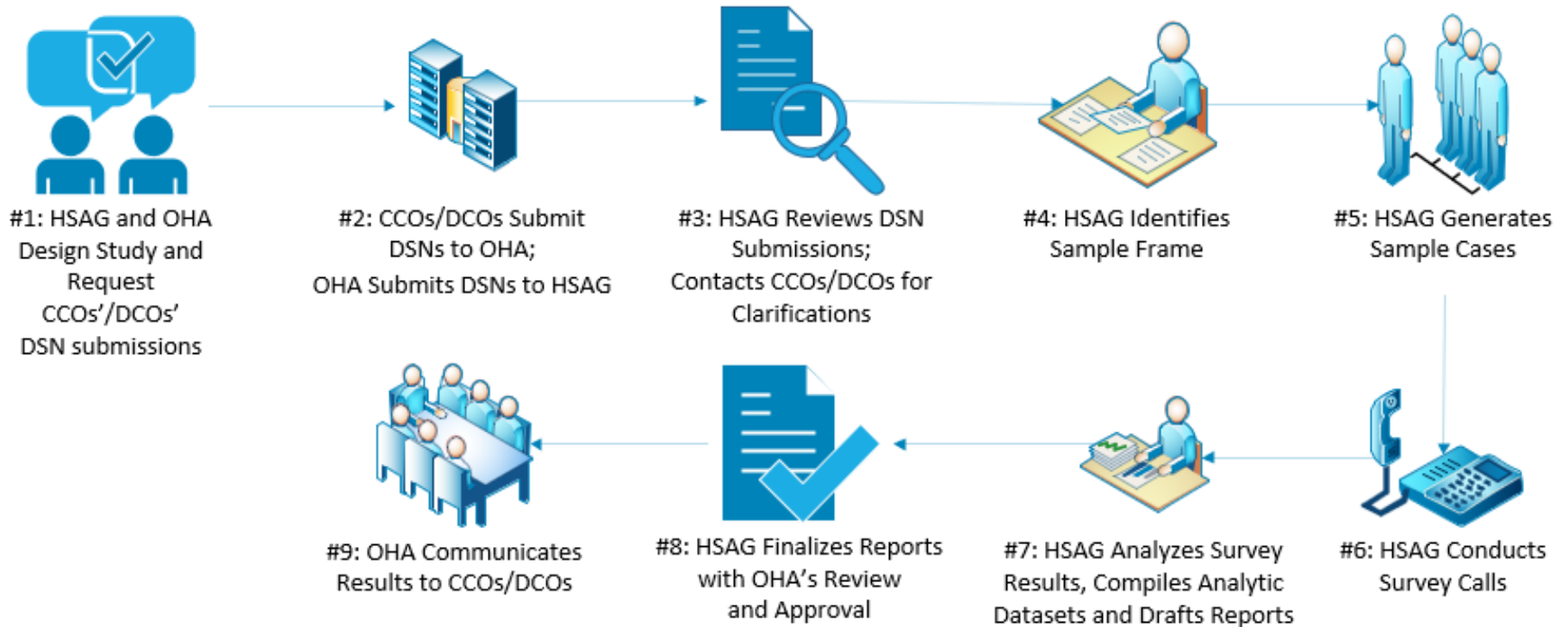
- The survey will include provider locations actively enrolled with a CCO/DCO as of **March 30, 2021**
- HSAG will use the criteria below to identify PCPs from the CCOs' and DCOs' DSN Provider Capacity reports:

CCO DSN Service Categories	DCO DSN Service Categories
<ul style="list-style-type: none">• PCPA: Primary Care Provider, Adult• PCPP: Primary Care Provider, Pediatric• PCPB: Primary Care Provider, Both (Adult and Pediatric) <p>AND</p> <ul style="list-style-type: none">• PCP_IND (Individual Provider PCP Indicator) = "Yes"	<ul style="list-style-type: none">• PCDA: Primary Care Dentist, Adult• PCDP: Primary Care Dentist, Pediatric• PCDB: Primary Care Dentists, Both (Adult and Pediatric)

Study Design

- Within each CCO/DCO, HSAG will randomly sample unique PCP service locations from the 2021 Quarter 1 DSN Provider Capacity reports to generate a list of survey cases
- HSAG's secret shopper callers will survey each sampled PCP service location by telephone number
- Information collected from survey respondents will be used to assess appointment availability and evaluate the accuracy of the DSN Provider Capacity Report data supplied to OHA by the CCOs/DCOs

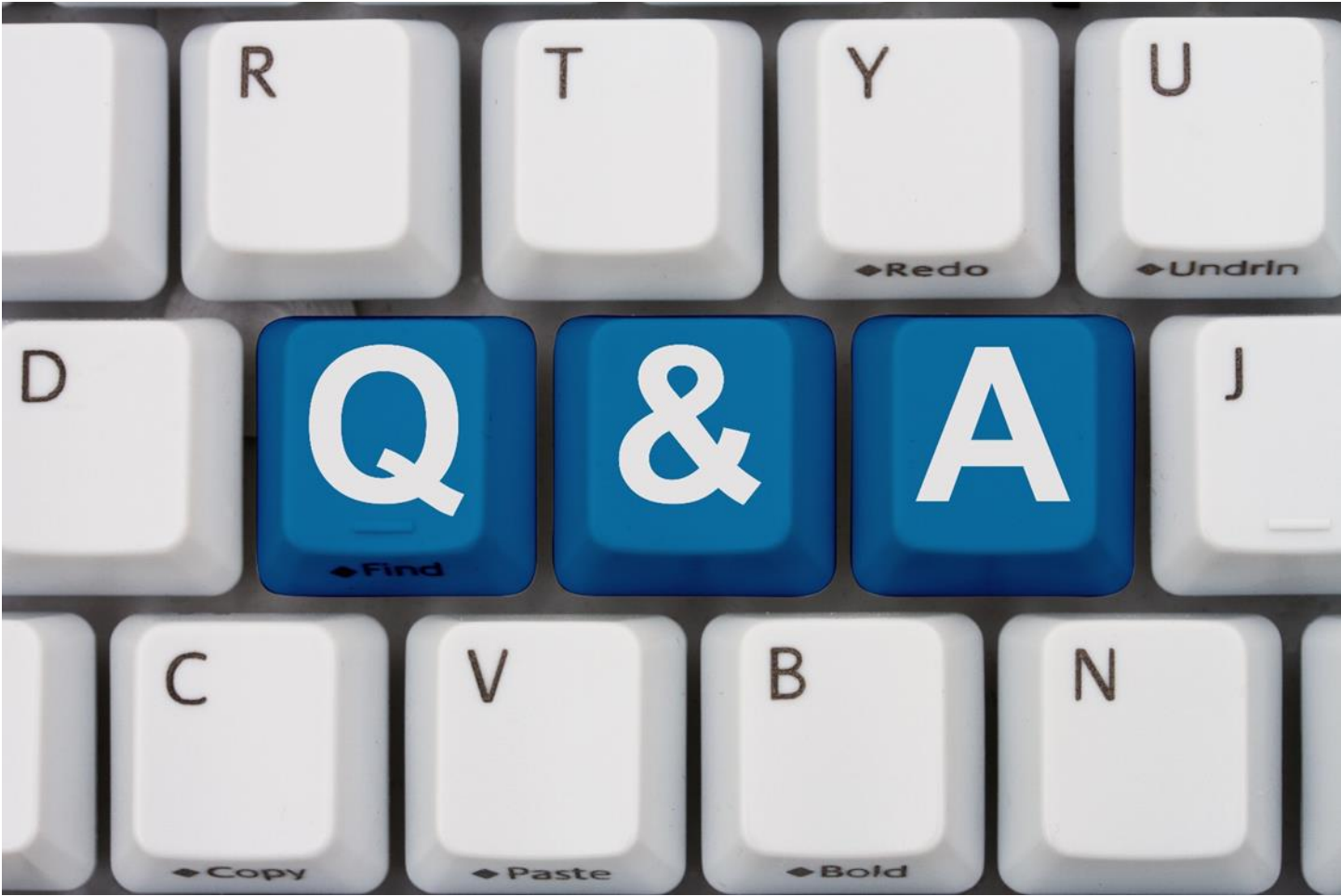
CY 2021 Secret Shopper Survey Process



Secret Shopper Survey Timeline

Due Date*	Task Description	Responsibility
5/7/2021	CCOs/DCOs submit DSN data files to OHA	CCOs/DCOs, OHA
5/10/2021 – 5/25/2021	Process and load DSN data files for CCOs' PCPs, and DCOs' general and pediatric dentists; including clarifications from the CCOs/DCOs, if needed	HSAG, CCOs/DCOs
6/16/2021	Generate sample of provider locations for survey calls and prepare survey data collection materials	HSAG
6/18/2021 – 7/23/2021	Conduct secret shopper survey calls	HSAG
8/2/2021 – 9/9/2021	Analyze survey response data and prepare draft deliverables	HSAG
9/10/2021 – 10/8/2021	Finalize deliverables with OHA's review and approval	HSAG, OHA

Questions?



Thank you!

Please contact HSAG via email at aberrett@hsag.com with questions.

Visit www.hsag.com/myoregonegro for reference information.