CCS Survey for DME Providers

1. Barriers to Participation with the CCS Program

To help gather information for the Title V Needs Assessment of the CCS Program, the Family Health Outcomes Project at UCSF is conducting this short survey to learn more about Durable Medical Equipment (DME) Providers' opinions of the CCS Program. Please tell us about barriers to providing equipment and services with the CCS Program and possible solutions to these barriers.

1. Please rate how a big a barrier to participating in CCS program each of the following are:

	Major barrier	Somewhat of a barrier	Slight barrier	Not a barrier at all	Don't know/not sure
a. Low reimbursement rates	○	○	○	○	○
b. Delays in payments for the services provided to CCS children	○	○	○	○	○
c. Time consuming and difficult paper work to complete to get reimbursed	○	○	○	○	○
d. Having to get a Medi-Cal number	○	○	○	○	○
e. The process of applying for a Medi-Cal number	○	○	○	○	○
f. The length of time it takes to get a Medi-Cal number	○	○	○	○	○
g. The length of time it takes to be approved as a CCS-paneled provider	○	○	○	○	○
h. Need for specialize staff trained in caring for children with special health care needs	○	○	○	○	○
i. Lack of a specialist to easily consult for advice in caring for children with special health care needs	○	○	○	○	○
j. Other (please specify below)	○	○	○	○	○

Other barrier - please describe

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2. Please indicate how much you agree or disagree with the following suggestions to reduce barriers to DME provider participation with CCS

	Strongly agree	Agree	Disagree	Strongly disagree	Don't know/Not sure
a. Increase the rates paid to DME providers	◯	◯	◯	◯	◯
b. Ensure that there are staff at the fiscal intermediary familiar with CCS to process claims for DME	◯	◯	◯	◯	◯
c. Provide training to DME providers on how to complete paperwork to get reimbursed	◯	◯	◯	◯	◯
d. CCS should work with DME providers to streamline the process of having to re-apply for a Medi-Cal number when the provider moves or changes their scope of service	◯	◯	◯	◯	◯
e. To reduce delays in payments to DME providers, County CCS programs should cut the checks for DME and then get reimbursed by the state	◯	◯	◯	◯	◯
f. Periodically adjust payments for equipment to correspond to the price of the equipment so as the cost goes up, the payment goes up too	◯	◯	◯	◯	◯
g. Increase the ability of hospitals to be able to authorize DME when a CCS patient is discharged to speed up the authorization process and access to needed equipment	◯	◯	◯	◯	◯
h. Reimburse DME providers for travel time when making home visits if total travel time is greater than 1 hour	◯	◯	◯	◯	◯
i. Make it easier for DME vendors to communicate with county CCS staff in a timely fashion	◯	◯	◯	◯	◯
j. Provide reimbursement to DME vendors for making periodic adjustments to equipment	◯	◯	◯	◯	◯
k. Increase staff at the regional office to facilitate the timely approval of authorizations	◯	◯	◯	◯	◯
l. Provide ongoing assistance to DME providers to help with getting CCS paneled, and with authorizations and billing for services once they are paneled.	◯	◯	◯	◯	◯
m. Extend the time line for authorizations for DME for some complex conditions that are expected to continue for some time.	◯	◯	◯	◯	◯

Other suggestions to reduce barriers

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3. Please tell us a bit more about yourself. Which best describes you, are you a....

- ◯ DME provider who currently accepts CCS clients
- ◯ DME provider who cannot currently accept CCS clients, but is working to be able to do so
- ◯ DME provider who NO LONGER accepts CCS clients, but did accept CCS clients in the past
- ◯ DME provider who has never accepted a CCS client

4. In which of the following counties do you provide durable medical equipment? Please check all that apply.

- ☐ Alameda
- ☐ Alpine
- ☐ Amador
- ☐ Butte
- ☐ Calaveras
- ☐ Colusa
- ☐ Contra Costa
- ☐ Del Norte
- ☐ El Dorado
- ☐ Fresno
- ☐ Glenn
- ☐ Humboldt
- ☐ Imperial
- ☐ Inyo
- ☐ Kern
- ☐ Kings
- ☐ Lake
- ☐ Lassen
- ☐ Los Angeles
- ☐ Madera
- ☐ Marin
- ☐ Mariposa
- ☐ Orange
- ☐ Placer
- ☐ Plumas
- ☐ Riverside
- ☐ Sacramento
- ☐ San Benito
- ☐ San Bernardino
- ☐ San Diego
- ☐ San Francisco
- ☐ San Joaquin
- ☐ San Luis Obispo
- ☐ San Mateo
- ☐ Santa Barbara
- ☐ Santa Clara
- ☐ Santa Cruz
- ☐ Shasta
- ☐ Sierra
- ☐ Siskiyou
- ☐ Solano
- ☐ Sonoma
- ☐ Stanislaus
- ☐ Sutter

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- ☐ Mendocino
- ☐ Merced
- ☐ Modoc
- ☐ Mono
- ☐ Monterey
- ☐ Napa
- ☐ Nevada
- ☐ Tehama
- ☐ Trinity
- ☐ Tulare
- ☐ Tuolumne
- ☐ Ventura
- ☐ Yolo
- ☐ Yuba

5. Please use this space to share any other comments you want to make about the CCS program.

Thank you for talking the time to complete this survey.

If you have any questions about this survey, please contact the Family Health Outcomes Project at 415-476-5283.