

CSC provider organization interview guide

Hello Mr. /Ms. _____,

I am the principle investigator of a project to develop innovative payment systems for early psychosis programs. This project is funded by the Robert Wood Johnson Foundation. Today, we'd like to hear from you how your program is currently financed, and what financial planning needs you might have.

At the end of the session, we would like to get your feedback on an interactive tool we are developing to support payment design for early psychosis programs. Although the tool is intended to be used by payers, provider perspectives will be very helpful. In addition, you could tell us what type of decision-support tool would be valuable to you.

After the session, we will mail you a \$50 Amex gift card as a token of appreciation.

All information in this session will be confidential. Nothing you say will be linked to your identity. All information collected will be used to support the development of decision support tools and only reported in aggregate form. Your participation is entirely voluntary; you may feel free to skip questions or stop participating at any time.

May I turn on the audio recording and screen recording? If you'd like us not to record your face, please turn off your webcam.

QUESTIONS

First, could you please tell me about your organization and your role?

Next, I'm interested in hearing about the early psychosis program you are currently providing.

- When did you enroll your first client?
- About how many clients do you have at any time (i.e., caseload)? Approximately how many new clients do you enroll into the program on a monthly basis?
- What are the referral sources for your program?
- What types of client eligibility criteria do you adopt?
- What kind of providers (both clinicians and non-clinicians) make up your team?

I am particularly interested in finding out about the financing approaches you are taking:

- How are your team currently supported financially?
- Do you think these resources are sufficient and sustainable?
- Do you expect the current financing approaches to change in the next year or two? If so, what kinds of changes do you anticipate?

- From your perspective, what would be an ideal way of supporting early psychosis programs?

FEEDBACK ON PAYMENT DESIGN TOOL

I am going to open up a prototype of the payment design tool on my screen. I will share my screen with you so we can look at them together as I go through the tool. We are interested in your feedback as you look through this. Feel free to ask questions or make comments during the process. We will have a brief discussion once we go through the tool.

FOLLOW-UP QUESTIONS

Now that we have gone through it, we'd like to ask about your overall impressions.

- Do you think the tool makes sense? Why and why not?
- If a payer uses this tool to design a payment model for early psychosis programs, would the payment model be acceptable to you? Why and why not?
- Do you wish you could be part of the payment design process? If so, in what ways do you think you could contribute?
- Do you have experience in the past in which you worked with the payer (state, managed care plans, etc.) to develop a payment model for innovative mental health service programs? Could you share about that experience?
- Now, think about your own financial planning needs for the early psychosis program. Do you think a decision support tool would help? What would the tool look like?
- Any other overall thoughts?

Thank you so much for your time!

Our research coordinator will reach out to you to confirm your mailing address so we can send you the gift card in appreciation for your time.