

## MAKING AND SUBMITTING A MEDICAID CONSUMER STORY: HOME & ASSISTED LIVING

1. You can take written notes of the interview or videotape it. You will need:
  - A consent form (available [here](#))
  - The questions
  - Phone with video or paper for taking notes
2. **Explain to the interviewee that Medicaid is at risk and that's why you would like to interview them.**

Possible script:

*"As you may know, Congress is proposing to make cuts to the Medicaid program. We know that Medicaid is an important program for helping people like you get the care and services you need at home/in your assisted living facility. Without Medicaid, most people could not afford this care, which is usually very expensive. I am working with a national organization called Consumer Voice to fight Medicaid cuts. Members of Congress are the ones who will decide what happens to Medicaid. They need to hear why Medicaid is so important. Would you help by telling us why Medicaid is important to you and your family?"*

If no, thank the individual and leave.

If yes: *"Would it be ok if I videotaped you while you talk about Medicaid?"* (If individual is not willing, ask if you can take notes and write it up).

*"Would you be willing to sign this consent form? This form says it's ok for me to videotape or write down your story. It also says it's ok for Consumer Voice to use your story in working with Congress and to post your story on the Consumer Voice website. Are you ok with that?"*

### 3. Prepare for videotaping.

Make sure the interviewee you are talking to is in a quiet, private place where he or she feels comfortable talking.

### 4. Interview and videotape or take notes.

You can use the script below or adapt it.

If interviewing a consumer

-Make an introductory sentence, such as:

*I am here with NAME OF PERSON who lives in an assisted living facility in CITY, STATE and this is her/his story about Medicaid.*

**Or**

*I am here with NAME OF PERSON who receives services and assistance at home in CITY, STATE*

-Ask the following questions:

- *Assisted living:*
  - *Who provided care for you before you entered the assisted living facility (If they paid someone, who paid for it?)*
  - *Assisted living costs more than \$40,000 per year nationally. If Medicaid were not available, would you have the resources to pay the full cost of your care?*
  - *Would your family have the resources to pay for the full cost of care?*

- *If Medicaid were not available, and you could not afford to pay the assisted living facility, where would you receive care? Who would provide it? Who would pay for it?*
- **Home care:**
  - *Who provides care for you now?*
  - *If Medicaid were not available, would you have the resources to pay the full cost of your care?*
  - *Would your family have the resources to pay for the full cost of care?*
  - *If Medicaid were not available, and you could not afford to pay for home care, where would you receive care? Who would provide it? Who would pay for it?*

#### If interviewing a family member

-Make an introductory sentence, such as:

I am here with NAME OF PERSON whose mother/father/brother, etc. lives in an assisted living facility in CITY, STATE) and this is her/his story about Medicaid.

Or

I am here with NAME OF PERSON whose mother/father/brother, etc. receives services and assistance at home in CITY, STATE and this is her/his story about Medicaid.

-Ask the following questions:

- **Assisted living:**
  - *Who provided care for your mother/father, etc. before s/he entered the assisted living facility? (If they paid someone to provide care, who paid for it?)*
  - *Assisted living costs more than \$40,000 per year on average nationally. If Medicaid were not available, would your mother/father, etc. have the resources to pay the full cost of care?*
  - *Would YOU have the resources to pay the full cost of their care?*
  - *If Medicaid were not available and neither you nor your mother/father, etc. could pay for assisted living, where would your mother/father receive care? Who would provide it? Who would pay for it?*
- **Home care:**
  - *Who provides care for you mother/father, etc. now?*
  - *If Medicaid were not available, would your mother/father, etc. have the resources to pay the full cost of their care?*
  - *Would YOU have the resources to pay for the full cost of their care?*
  - *If Medicaid were not available and neither you nor your mother/father, etc. could pay for home care, where would your mother/father, etc. receive care? Who would provide it? Who would pay for it?*

## 5. Wrap-up

-Thank the individual.

-Send the story to Consumer Voice.

- For written stories: email to: [info@theconsumervoice.org](mailto:info@theconsumervoice.org)
- For videos: follow the [Instructions on Video Sharing](#) handout
- Questions? Contact [info@theconsumervoice.org](mailto:info@theconsumervoice.org)