

MAKING AND SUBMITTING A MEDICAID CONSUMER STORY –NURSING HOME

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 in the nursing home. Without Medicaid, most people could not afford nursing home care, which costs more than \$80,000 per year. 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

-Start recording.

-Make an introductory sentence.

I am here with NAME OF PERSON who lives ... (example in a nursing home in CITY, STATE) and this is her/his story about Medicaid.

-Ask the following questions:

- *Who provided care for you before you entered the nursing home? (If they paid someone, who paid for it?)*
- *Nursing home care costs more than \$80,000 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 nursing home, where would you receive care? Who would provide it? Who would pay for it?*

- *One other important thing about Medicaid is that nursing homes that accept payment from Medicaid must meet certain quality standards, such as providing care that meets your needs, providing protections from abuse or evictions, and requiring that all staff have minimum levels of training. But with proposed changes, those quality standards could be at risk. What do you think it would mean for your care if the nursing home didn't have to meet federal quality standards?*

If interviewing a family member

-Start videotaping or taking notes.

-Make an introductory sentence:

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

-Ask the following questions:

- *Who provided care for your mother/father, etc. before s/he entered the nursing home? (If they paid someone to provide care, who paid for it?)*
- *Nursing home care costs more than \$80,000 per year. If Medicaid were not available, would your mother/father, etc. have the resources to pay the full cost of care in the nursing home?*
- *Would YOU have the resources to pay the full cost of their care?*
- *What impact would it have on your family if Medicaid were not available? Who would provide the care? Who would pay for it?*
- *One other important thing about Medicaid is that nursing homes that accept payment from Medicaid must meet certain quality standards, such as providing care that meets the needs of each resident, providing protections from abuse or evictions, and requiring that staff have minimum levels of training. But with the proposed changes, these quality standards are at risk. What do you think it would mean for the care of your mother/father, etc. if the nursing home didn't have to meet federal quality standards?*

5. Wrap-up

-Thank the individual.

-Send the story to Consumer Voice.

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

Questions? Contact info@theconsumervoice.org