Overview of the 2021-2023 Behavioral Telehealth Study

In 2021, Wilder Research contracted with the Minnesota Department of Human Services to conduct a study about the use and perceptions of behavioral telehealth services among Minnesotans with Medical Assistance coverage. This project aims to build sustainable community partnerships, inform a more holistic view of telehealth-related services, gather perceptions on efficacy audio/phone-only model of service delivery, and inform future policies. The information gathered in this project will help the department put procedures and policies in place to improve access to behavioral telehealth services, enhance the quality of these services, and improve engagement with Medical Assistance participants around these services.

Several groups and individuals will provide input and share their experiences and expertise to help design the study and interpret its findings, including those listed below.

- **Medical Assistance Participant Expert Panel:** A group of 10 people enrolled in Medical Assistance will provide input and share their experiences to help guide the project. While the panel's focus during its first year will be the Behavioral Telehealth Study, the department will ask the panel to provide input on other topics on an ongoing basis beyond the study period.
- **Community partners and subject matter experts:** A group of Minnesota Department of Human Services staff and individuals from outside the department will provide expertise in various areas relevant to the study, such as telehealth, Medical Assistance, and health equity.
- **Inclusion and communications team:** Staff from the department's Community Supports Administration will provide expertise in equity, accessibility, and communications to ensure inclusion throughout the project.

Project components

There are four primary components of the project:

1. Build **sustainable, community-based, and culturally-responsive partnerships**, primarily by engaging the Medical Assistance Participation Expert Panel and partnering with various organizations across Minnesota to identify and recruit Panel members and interview and focus group participants.
2. Conduct **focus groups** and **interviews** with Medical Assistance enrollees from specific communities and key informants who could speak to the needs of specific communities.
3. Conduct a **survey** of Medical Assistance enrollees.
4. Engage partners to **interpret data, inform recommendations, and disseminate results** through several products and presentations.

Timeline

	Jul - Sept 2021	Oct - Dec 2021	Jan - Mar 2022	Apr – Jun 2022	Jul –Sept 2022	Oct - Dec 2022	Jan - Mar 2023
Project planning	■	■					
Data collection			■	■			
Data analysis				■	■		
Reporting and dissemination					■	■	■
Partner engagement	■	■	■	■	■	■	■

DEPARTMENT OF HUMAN SERVICES

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