



# 2025 Annual Medicaid MCO Survey

## Instruction Guide for Online Platform

Thank you for your interest in completing the 2025 Annual Medicaid MCO Survey. You can complete the survey directly on this secure, web-based platform or download a PDF version to complete and email to [MCOSurvey@medicaidinnovation.org](mailto:MCOSurvey@medicaidinnovation.org). The purpose of this document is to provide instructions on how to complete the survey through Qualtrics.

If you have any questions about either format option, please contact [MCOSurvey@medicaidinnovation.org](mailto:MCOSurvey@medicaidinnovation.org).

Your completed survey is due **March 14<sup>th</sup>, 2025**.

### **Instructions for Completing the Survey Online**

We have found that most health plans designate a primary point person to coordinate their health plan's completion of the survey. This individual oftentimes enlists the assistance of different departments within the health plan to respond to different sections of the survey. We have been informed that this approach takes several weeks to complete the survey. **We encourage you to designate someone to coordinate the process of completing the survey at your health plan as early as possible.**

*We recommend using the fillable PDF to organize and gather your health plan's responses before submitting them through the [online survey](#). However, this is only a suggestion. You are welcome to complete your submission directly in the online survey if you prefer.*

### **Registration Steps**

1. Please click on the link below to fill out and submit the registration form: [Link to Qualtrics Registration](#)
2. Please create a password that is case-sensitive and ensure it is unique, as it cannot be reset. Please retain your password, as you will need it to log into the individualized survey link that will be sent to you after registration.
  - If your password is misplaced, you may contact the IMI project team at [MCOSurvey@medicaidinnovation.org](mailto:MCOSurvey@medicaidinnovation.org) for assistance.
  - This password is visible to the IMI project team. As such, please do not use a password that is used for other accounts in your health plan.



Within a few minutes of submitting your registration form, you will receive an email from Qualtrics confirming your registration, along with the link to complete the 2025 Annual Medicaid MCO Survey.

- Please be sure to check your junk or spam folder for the confirmation email. If you do not find it in your inbox, it may have been filtered. Please add our email address to your contacts to ensure you receive future correspondents.

### Completing the Survey

The link in the email you receive from Qualtrics is ***individualized to your health plan***. Please do not share the link with anyone outside of your health plan or outside of the team who will be filling out or reviewing the survey.

***In order to avoid data loss, only one person at your health plan will be able to use the link at any time.***

Your progress is saved as you complete the survey. You can save your response to a pdf file while you are filling out the survey by selecting “Save to PDF” in your printer dialog box.

Once you submit the survey, you will have the option to download a copy of your completed survey to retain for your records. Also, you will receive an email with your summary response and an option to download a pdf copy for your records.



## **Navigation Tips**

When you first click on the individualized survey link, you will be taken to a welcome and reminder page. Once you advance to begin the survey, you will be prompted to enter the email and login created during registration. Please email and password every time a new session begins.

Welcome to the 2025 Medicaid MCO Survey!  
Please enter the email and password used to register below.

Email:

Password

Next

2025 Medicaid MCO Survey

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[www.MedicaidInnovation.org](http://www.MedicaidInnovation.org)

After logging in, you will see a table of contents page that can be used to navigate the different sections of the survey. You can return to the table of contents to navigate to a different section by clicking on the bottom tab labelled, “Return to Table of Contents.”



### Table of Contents

Please click on the section that you want to complete.

You can return to this page by clicking the "Return to Table of Contents" button at the bottom of each section of the survey.

You can also navigate to other sections of the survey by clicking the sidebar.

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[Section C. High-Risk Care Coordination](#)

[Section D. Alternative and Value-Based Payment Models](#)

[Section E. Pharmacy](#)

[Section F. Behavioral Health](#)

[Section G. Maternal and Perinatal Health](#)

[Section H. Sexual and Reproductive Health](#)

[Section I. Child and Adolescent Health](#)

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After completing and/or viewing all sections, the user will be asked if they are ready to submit the completed survey. **If other sections are not complete, the user should not select the "next" button.** Instead, the user should select the section they want to navigate to.



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#### Final Review & Submission

This is the final step before submission. Please review your responses to ensure all sections of the survey are complete. You have until March 14th to submit your responses. If you need more time, click the back button to continue editing.

Once you have completed the survey, click the "Next" button to proceed with your submission. Please note that the check mark next to each section indicates that it has been viewed, not necessarily completed. Once you hit submit, you will no longer be able to navigate back to other parts of the survey.

**Thank you for your participation!**

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Once you click "submit," your survey responses are sent to the IMI team.



**Thank you for completing the 2025 Annual Medicaid MCO Survey!**

On the next page you will be able to download your response summary report for your records. Alternatively, the IMI team can email you a pdf version of your report at a later date.

Would you like the IMI team to email you a pdf version of your response summary report?

Yes

No

Please click the **submit button** to send your responses to IMI.

Submit

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On the “Thank You” page, which follows, you have the option to download a copy of your responses. Please save your completed survey for your records.

If you have questions at any point, please contact the IMI Medicaid MCO Survey Project Team at [MCOSurvey@MedicaidInnovation.org](mailto:MCOSurvey@MedicaidInnovation.org).

**Thank you for participating in the 2025 Annual Medicaid MCO Survey! Completed surveys are due March 14th, 2025.**

*If your health plan is unable to access Qualtrics, please submit your completed pdf to [MCOSurvey@medicaidinnovation.org](mailto:MCOSurvey@medicaidinnovation.org)*

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