

## Interview Welcome

*Thank you for joining us as a key stakeholder in the Ohio Department of Medicaid’s new Provider Network Management Module which includes a Provider Portal. This new system will be used for Provider Enrollment and self-service Provider Portal functions. We have some targeted questions to better understand your role and specific areas that we will need to monitor to ensure you are fully prepared for this change. Please be open and honest with your answers as this information will guide us in our communication and engagement efforts throughout the lifecycle of the project!*

1. What is your Role and involvement with the Provider Portal / Provider Network Management Program:

\_\_\_\_\_

2. What is your level of awareness of the Provider Portal / PNM project?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. What is your preferred method(s) of communication for project updates?

- a. Email
- b. Website - project site updates
- c. Newsletter
- d. Social media
- e. Intranet announcements
- f. Answer Hours / Q&A Sessions
- g. Other: \_\_\_\_\_

4. What types of topics would you like to be informed about throughout this implementation (i.e. project timeline, system / process changes, training, compliance/regulatory requirements, etc.)?
5. How do you feel that your Management / Leadership team will support this change?
  - a. If any concerns, describe why you feel that way?
6. Do you understand the vision of PNM and believe that it will meet the needs of your team (and/or your customers).
  - a. If No, please describe why you feel this way?
7. What is your understanding of how PNM will impact your day to day work, including work processes, job roles, and technology?
8. Based on your understanding of how your job will change, describe the ideal method for receiving training to prepare you for the new system and changes?
9. Thinking back to a previous project implementation of new systems, what are some lessons learned that you would like to share with the implementation team for PNM?
10. What insights or considerations would you like to share with project team as it relates to rolling out a system like PNM:

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