

Evaluation of the SUPPORT Act Section 1003 Demonstration Project to Increase Provider Capacity for Substance Use Disorder Treatment and Recovery Services

About the SUPPORT Act Program

The Substance Use Disorder Prevention that Promotes Opioid Recovery and Treatment for Patients and Communities (SUPPORT) Act was enacted on October 24, 2018. Section 1003 of the SUPPORT Act authorizes the Secretary of the Department of Health and Human Services through the Centers for Medicare & Medicaid Services (CMS), in consultation with the Director of the Agency for Healthcare Research and Quality (AHRQ) and the Assistant Secretary for Mental Health and Substance Use from Substance Abuse and Mental Health Services Administration (SAMHSA), to conduct a 54-month demonstration project (the section 1003 Demonstration) designed to increase the capacity of Medicaid providers to deliver substance use disorder (SUD) treatment, including opioid use disorder (OUD) treatment or recovery services. Section 1003 of the SUPPORT Act also requires that there be an evaluation of the demonstration. IBM Consulting is conducting a [mixed-methods evaluation](#) of the section 1003 Demonstration with support from NORC. In addition to the web-based survey described below, NORC is also administering focus groups of providers who treat Medicaid beneficiaries experiencing OUD and other SUD.

Web surveys will be administered beginning this January. Findings from this survey will help CMS, SAMHSA, and AHRQ understand how SUPPORT Act-related activities are working to improve provider capacity to prevent and treat opioid use disorder among vulnerable populations across the country.

Participation

Invitations to participate in the web survey will be mailed (via USPS) or emailed during the first week of January to providers who deliver OUD treatment services. The letter or email contains a URL and QR code for the survey website and a Personal Identification Number (PIN) that has been assigned to you. If you receive an email, it will be from SUPPORT-Act@norc.org; please check your spam filter. All responses to the survey are strictly confidential and no individual responses will be shared with any of the sponsoring agencies.

If you have any questions about the forthcoming survey, or experience technical difficulties taking the survey, please e-mail us at SUPPORT-Act@norc.org or call us toll free at 1-877-368-6572. You can learn more about the SUPPORT Act Provider Survey [here](#).

Frequently Asked Questions

1. Who should take the survey?
 - We are surveying providers who likely prescribe buprenorphine or administer methadone or other medication for opioid use disorder to Medicaid beneficiaries in the following states that received SUPPORT Act funding: Alabama, Connecticut, Delaware, District of Columbia, Illinois, Indiana, Kentucky, Maine, Michigan, Nevada, New Mexico, Rhode Island, Virginia, Washington, and West Virginia.
2. How will I complete my survey?

- Look for an email from SUPPORT-Act@norc.org or a letter invitation to take the survey. The email or letter will contain a unique Personal Identification Number (PIN) and a URL and QR code for you to take the survey online.
3. How did you receive my name and email/ mailing address?
 - We obtained your contact information from the [SAMHSA Buprenorphine Practitioner Locator](#), the state Medicaid agency, or from the State Opioid Treatment Authority.
 4. What if I want to review the questionnaire before I take the survey?
 - You can find the questionnaire that is posted on the NORC website [here](#).
 5. Is it important that I participate?
 - **Yes! Absolutely!** If you were asked to participate, it is very important that your experiences are represented. Findings from this survey are critical for understanding how SUPPORT Act-related activities are working, and how they could be improved to better serve Medicaid beneficiaries across the country.
 6. Who is sponsoring this study and what is the purpose?
 - CMS, SAMHSA, and AHRQ have contracted with IBM Consulting to evaluate the SUPPORT Act section 1003 Demonstration. IBM Consulting subcontracted with NORC to conduct the provider survey and focus groups as part of the evaluation.
 7. Who is NORC at the University of Chicago?
 - NORC is a non-profit, non-partisan research institution that delivers reliable data and rigorous analysis to guide critical programmatic and policy decisions. NORC has over 75 years of experience conducting social science research and is a leader in survey research.