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[MCO Name]

- What is your organization doing or planning to do in order to continue to improve **service coordination**?
- If you were going to coach another MCO on improving **service coordination**, what would you tell them?
 - What works well,
 - What doesn't work well, and
 - Any other lessons learned.



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[MCO Name]

- What is your organization doing or planning to do in order to continue to improve completion of **service plans**?
- If you were going to coach another MCO on successful completion of **service plans**, what would you tell them?
 - What works well,
 - What doesn't work well, and
 - Any other lessons learned.



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[MCO Name]

- What successful steps has your organization taken to **engage members that are difficult to reach** to provide service coordination and complete service plans?
- What unique ways does your organization inform members about service coordination?



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