

**Community
Behavioral
Health**



November 18, 2017

Dear Provider:

Community Behavioral Health (CBH) is requesting your feedback regarding the interactions we have had with your agency over the past year. Our Provider Satisfaction Survey, which opens on November 20, 2017, is one of the primary means by which we gauge our performance, and your feedback is important to us.

The survey begins with questions focused on your satisfaction with CBH as a whole and then progresses to more specific, departmental questions. Respondents may complete the survey in its entirety or choose to answer the section(s) of the survey that are most relevant to them (for example, individuals working in the Claims Department can complete just the Claims section of the survey, Utilization Review staff can complete just the Clinical section of the survey, etc.). To enhance validity, CBH has amended the survey to ask respondents to identify their position and area of responsibility for each section of the survey.

We have great interest in hearing about your experiences with the different departments that comprise CBH. All responses will be reviewed, and the final results will be posted on the CBH website. Thank you in advance for your participation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jean Erney', is written over a light blue horizontal line.

Jean Erney, J.D.
Chief Executive Officer

A Fact Sheet to provide you with additional information about the survey is attached.

Provider Satisfaction Survey Fact Sheet

Purpose:

Community Behavioral Health (CBH) is requesting your feedback regarding the interactions CBH has had with your organization over the past year. The Provider Satisfaction Survey is disseminated annually to collect information on the performance of the different departments within CBH.

Timeline:

Survey will open on 11/20/17 and close on 1/5/18.

Link:

The survey is available on Survey Monkey @ <https://www.surveymonkey.com/r/CBHPSS2017>

Content:

- Total Number of Questions: **48**
- Average time to complete survey: **20 minutes**
- Format of survey: General questions followed by department-specific questions
- Order of Survey: General Questions, Member Services, Provider Relations, Clinical Management, Claims, Quality Management, Compliance, NIAC, PEAR/P4P, Additional Information

Additional Instructions:

- Responses can be anonymous, but we encourage providers to self-identify so that we may follow up with providers with specific concerns.
- A provider agency can complete more than one survey.
- Respondents may complete the survey in its entirety or choose to answer the section(s) of the survey that are most relevant to them.
- To enhance validity, CBH has amended the survey to ask respondents to identify their position and area of responsibility for each section of the survey (i.e. Claims, Compliance).

Technical Assistance:

If you are in need of technical assistance please contact Luise Weber, CBH Lead Evaluation Analyst at luise.weber@phila.gov. Please direct all other questions to your dedicated provider representative.