



Community Behavioral Health: Provider Notification Provider Satisfaction Survey Fact Sheet November 20, 2017

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.