



December 20, 2019

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 opened on December 16th, 2019, is one of the primary means by which we gauge our performance and your feedback is important to us. The survey will be open until February 14th, 2020, at <https://www.surveymonkey.com/r/CBHPSS2019>.

The survey begins with questions that focus 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.).

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 'Donna E.M. Bailey', is written over the printed name.

Donna E.M. Bailey

Chief Operating Officer