

**Community
Behavioral
Health**



February 28, 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 opens on March 4, 2019, is one of the primary means by which we gauge our performance, and your feedback is important to us. The survey will remain open until March 22, 2019.

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.).

New to the survey this year are questions 58 – 67, which focus on the integration of behavioral health and physical health care. As we continue with our efforts to address and support the overall health of our members, we felt it was important to hear about the current level of coordination and collaboration that is occurring with our providers and the medical delivery system. We would appreciate you taking a few more minutes to answer these questions.

Thank you in advance for your participation. All responses will be reviewed and the final results will be posted on the CBH website.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joan Erney', written in a cursive style.

Joan Erney, J.D.
Chief Executive Officer