



Dear Provider:

CBH is requesting your feedback regarding the interactions we have had with your agency over the past year. Our Provider Satisfaction Survey is one of the primary means by which we gauge our performance, and your feedback is important to us.

The 2021 survey will be open for response until February 11, 2022, at:  
<https://www.surveymonkey.com/r/6S7K2PH>

As in previous years, 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 (e.g., those who primarily work closely with our Claims Department can just complete the claims section of the survey. Likewise, those that work primarily with the Utilization Review staff can complete just the Clinical section of the survey, etc.). However, we would like each organization to complete as many relevant sections as possible.

All responses will be reviewed confidentially and the results will be posted on the CBH website as an annual report. Reports from the 2019 and 2020 Provider Satisfaction Surveys are available at:  
<https://cbhphilly.org/cbh-providers/publications/provider-satisfaction-survey/>

If you have any technical difficulties while completing the survey, please contact Erin Maloney, LMFT, CPHQ, Quality Improvement Specialist, at [erin.maloney@phila.gov](mailto:erin.maloney@phila.gov). Please direct all other questions to your Provider Representative.

Thank you in advance for your participation.

***Faith Dyson-Washington, PhD, MBA***  
***CEO***