



Dear Provider,

Community Behavioral Health (CBH) is requesting your feedback regarding our interactions with your agency over the past year. Our Provider Satisfaction Survey, designed to support response collection from a wide sample of provider staff, is one of the primary ways we gauge our performance, and your response is important to us.



The **2023 CBH Provider Satisfaction Survey** will be open for response via this QR code until January 19, 2024.

The survey begins with questions about your general satisfaction with CBH and then progresses to more specific departmental questions. Responses are anonymous. Each staff respondent should answer each question based on their experience in 2023, skipping over any section irrelevant to their experience with CBH.

All provider staff who have interacted with the following CBH departments in 2023 are encouraged to offer feedback:

- Member Services
- Provider Operations
- Credentialing
- Compliance
- Quality
- NIAC
- Performance Evaluation
- Claims
- Clinical

All responses will be reviewed confidentially, and the results will be posted on cbhphilly.org as an annual report. Reports from previous Provider Satisfaction Surveys are available in the site's *Provider Network* section.

If you have technical difficulties completing the survey, please contact Neda Soltani, MPH, LSW, Quality Improvement Specialist, at neda.soltani@phila.gov. Please direct all other questions to your Provider Representative.

Thank you in advance for your participation.

Donna E.M. Bailey
Interim Chief Executive Officer
Community Behavioral Health