



STATE OF MARYLAND
DHMH

Maryland Department of Health and Mental Hygiene
Mental Hygiene Administration

Spring Grove Hospital Center • Dix Building
55 Wade Avenue • Catonsville, Maryland 21228

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary
Brian M. Hepburn, M.D., Executive Director

TO: Public Mental Health System

FROM: Lissa Abrams, Deputy Director, MHA

RE: 2011 Provider Survey

DATE: March 21, 2011

The 2011 Provider Survey was mailed with instructions on March 17, 2011 to over 1,200 Maryland Public Mental Health System (PMHS) providers. This year we are excited to offer three convenient ways to participate. Once you receive the mailing you may complete the brief survey and return it by mail or by fax. You will also have the option of completing the survey telephonically by calling (Toll-free) 800-895-3228 weekdays 9am to 9pm. If you receive a survey and do not respond, you may anticipate a telephone call from Fact Finders asking you to participate in a telephone interview.

The purpose of this survey is to ask providers for their opinions about the PMHS including the Mental Hygiene Administration (MHA), the Core Service Agencies (CSA) and the Administrative Services Organization (ASO) which is ValueOptions® Maryland. The information provided by this survey will be used as a quality improvement tool to identify the areas most favorably rated as well as the areas of concern for providers.

This survey is being administered by Fact Finders, the opinion research company for Ashlin Management Group providing services for ValueOptions® Maryland. Your participation in this research and your responses will be anonymous. All research findings will be presented in the aggregate, without the use of any provider names.

To ask questions about the survey you may contact Jarrell Pipkin, Director of Quality Management for ValueOptions® Maryland at 410-691-4012.

We look forward to hearing from you!

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Web Site: www.dhmh.state.md.us