



PROVIDER ALERT

2013 CONSUMER PERCEPTION OF CARE (CPOC) SURVEY IS IN FULL SWING

FEBRUARY 18, 2013

The 2013 CPOC pre-notification letters were mailed on February 1, 2013. Calls to conduct the survey began on February 12, 2013. In accordance with the Institutional Review Board (IRB), the letters contained instructions about the phone survey, how to opt-out and how to schedule a convenient time to participate. These letters were addressed to consumers or guardians of consumers, selected at random, who received a service from the Maryland Public Mental Health System in the calendar year 2012.

Should the consumers or their families who receive the pre-notification letters have any questions they may use the following contact information:

- **To opt-out or schedule a time to participate they may call 1-800-895-3228.**
- To ask questions about the survey they may call Jarrell Pipkin, Director of Quality Management for ValueOptions® Maryland, at 410-691-4012.
- To ask questions about their rights as research participants they may call Gay Hutchen, Administrator of the IRB, at 410-767-8448.
- To ask questions about the mental health services they received they may call ValueOptions® Maryland at 1-800-888-1965.