



PROVIDER ALERT

2016 CONSUMER PERCEPTION OF CARE (CPOC) SURVEY

APRIL 27, 2016

The 2016 Maryland Public Behavioral Health System (PBHS) Consumer Perception of Care (CPOC) Survey has begun. The pre-notification letters were mailed on March 30th. These letters were addressed to consumers or guardians of consumers, selected at random, who received a service from the Maryland Public Behavioral Health System in the calendar year 2015. 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.

Please encourage those consumers who receive a pre-notification letter to participate, if at all possible. Below is a list of key contact information for your reference:

- **To schedule a time to participate or opt-out consumers may call 1-800-895-3228 from 8:30am to 9:00pm.**
- To ask questions about the survey consumers may call Jarrell Pipkin, Director of Quality Management for Beacon, at 410-691-4012.



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- To ask questions about their rights as research participants, consumers may call Gay Hutchen, Administrator of the IRB, at 410-767-8448.
- To ask questions about the behavioral health services they received, consumers may call Beacon Health Options at 1-800-888-1965.

Questions and Comments:

Please contact Beacon Health Options at: Marylandclinicaldept@valueoptions.com with questions about this Provider Alert.