



PROVIDER ALERT

2017 CONSUMER PERCEPTION OF CARE (CPOC) SURVEY

July 28, 2017

The Maryland Public Behavioral Health System (PBHS) has initiated the Consumer Perception of Care (CPOC) Survey for 2017. The survey packets are being sent to consumers between July 21, 2017 and August 4, 2017. These packets are 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 2016. In accordance with the Institutional Review Board (IRB), the letters contain instructions about the survey, how to opt-out and how to schedule a convenient time to participate. Consumers have the opportunity to complete the survey over the telephone, use a mail-in option, or use an online option.

Please encourage consumers who receive a survey packet 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.
- 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 at 1-800-888-1965.