



PROVIDER ALERT

2018 CONSUMER PERCEPTION OF CARE (CPOC) SURVEY

AUGUST 10, 2018

The Maryland Public Behavioral Health System (PBHS) has initiated the Consumer Perception of Care (CPOC) Survey for 2018. The survey packets will be sent to consumers over the next several weeks. 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 2017. 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. Below is a list of key contact information for your reference:

- **To schedule a time to participate or opt-out, consumers may call weekdays from 9:00am to 8:00pm [1-800-975-2585](tel:1-800-975-2585) EST.**
 - To ask questions about the survey, consumers may call Jarrell Pipkin, Director of Quality Management for Beacon, at [.410-691-4012](tel: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](tel:410-767-8448)
 - To ask questions about the behavioral health services they received, consumers may call Beacon at [1-800-888-1965](tel:1-800-888-1965)
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Provider Alerts can be viewed online by clicking on the following link:

http://maryland.beaconhealthoptions.com/provider/prv_alerts.html.

Provider Alerts typically published to the website within 10 business days.

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