



## **PROVIDER ALERT**

### **2012 CONSUMER PERCEPTION OF CARE SURVEY IS IN FULL SWING**

**MARCH 29, 2012**

The 2012 CPOC pre-notification letters were mailed on February 13, 2012 and calls began on February 20, 2012. 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 16,000 consumers (8,000 adults and 8,000 child/caregivers) who received a service from the Maryland Public Mental Health System in the calendar year 2011.

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 convenient 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.