April 2, 2019

To: Community Behavioral Health Providers

From: Lisa Haire, Assistant Director, Quality Management and Operations, DMH/DD/SAS

Subject: Provider Participation in the 2019 MH/SA Consumer Perception of Care Survey

The NC Mental Health and Substance Abuse Consumer Perception of Care Survey assesses consumer perceptions of the services they have received in the past year. Each year the DMH/DD/SAS submits survey results to the Substance Abuse and Mental Health Services Administration (SAMHSA) for required reporting and publishes results by LME-MCO in an annual report.

The DMH/DD/SAS asks each LME-MCO to ensure the participation of Community Behavioral Health Providers who served individuals selected in a random sample of consumers. You are receiving this letter and 2019 MH/SA Consumer Perception of Care Survey materials for your clients because you provided services to individuals in the random sample.

The Perception of Care Survey is not used by the DMH/DD/SAS or LME-MCOs to monitor the performance of providers. However, your assistance and participation is crucial to the success of the project.

Thank you in advance for your participation. Please follow all timelines and instructions provided by your LME-MCO.

For general questions about the annual MH/SA Consumer Perception of Care Survey, contact DMH/DD/SAS Quality Management at 919-733-0696. For specific questions about survey administration procedures and requirements, contact your LME-MCO Perception of Care Survey Coordinator named on the attached Survey Administration Guidelines.