

1) My calls are answered promptly.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

2) Information from customer service is accurate.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

3) Customer service staff is courteous and professional in dealing with you.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

4) UM staff is easily accessible to discuss utilization management issues.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

5) UM staff demonstrates sound clinical judgment in responding to inquiries.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

6) Authorization requests for treatment are processed expeditiously.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

7) Claims are processed in a timely manner.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

8) Claims are processed accurately.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

9) Claims staff is accessible to address your claims issues/concerns.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

10) The credentialing/re-credentialing process is easy to follow.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

11) The professional relations staff is accessible to discuss your issues/concerns.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

12) Complaints, grievances and appeals are handled in a timely manner.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

13) Compared to working with other Managed Behavioral Health Organizations, working with CBHA is a positive experience.

- Strongly Agree Agree Somewhat Disagree Strongly Disagree Not Applicable

Please share any additional thoughts or suggestions you may have to help us improve services to providers and patients. _____

Contact CBHA Professional Relations at (800) 475-7900 if you have questions.

You may fax your completed survey to (888) 908-7140 or
mail to CBHA, PO Box 571137, Winston-Salem, NC 27157-1137.