

# CBHA Member Survey

Carolina Behavioral Health Alliance (CBHA) manages the behavioral health part of your healthcare benefits. You may or may not have had direct contact with us before. We answer the behavioral health 1-800 number on your insurance card, help with referrals, provide authorizations, and process claims. We also monitor a large network of over 3,000 providers and facilities located mostly in North Carolina.

We'd like to ask for one (1) minute of your time to answer these brief questions on how we are doing. We value your opinion. Please let us know what we do well and where can do better. After answering the questions, please use the enclosed, pre-paid postage envelope to return the survey with your answers to us.

Please return to:           CBHA Surveys  
  PO Box 271137  
  Winston-Salem, NC 27157

1. Based on your experience with <b>CBHA</b> , how likely are you to recommend us to your family or friends?										
1	2	3	4	5	6	7	8	9	10	
Would not										Definitely
Recommend										Recommend
circle number which represents your answer										

2. Based on your experience with your <b>behavioral health provider</b> , how likely are you to recommend your provider to your family or friends?										
1	2	3	4	5	6	7	8	9	10	
Would not										Definitely
Recommend										Recommend
circle number which represents your answer										

3. How much improvement have you made this year due to behavioral health services you've received?											
0%    10%    20%    30%    40%    50%    60%    70%    80%    90%    100%											
circle number which represents how much improvement you've made											

4. Please share any feedback, comments, suggestions, or thoughts you'd like us to know about:											

Thank you for the feedback and responses. We appreciate your time and help.

Jay Hale, LCMHC  
Director, Clinical & Quality Operations  
Carolina Behavioral Health Alliance