



NEW - CONSUMER SATISFACTION SURVEY

This is a courtesy to inform you that the annual Consumer Satisfaction Surveys will begin going out next week. The survey will be mailed directly to the individual so your involvement should be limited.

2016 Consumer Satisfaction Survey

Surveys will be mailed to a selection of enrollees who have received services in the past year through managed care organizations (such as Trillium) across the state.

Although a limited number of enrollees will receive a survey, we hope that those who do will take a few minutes to complete the form and return it.

This will be a valuable opportunity to provide feedback to Trillium and the state. All information that would identify you or your family will be kept private.

SURVEY DETAILS

- **Surveys will be simple to complete**
Most people can finish in about 15 minutes.
- **Surveys will be sent via US Mail**
Return address on envelopes will be from "The Carolinas Center for Medical Excellence."
- **Survey responses should be mailed back**
A self-addressed stamped envelope will be included.
- **Surveys should be mailed to homes starting September 27**
Electronic copies of the survey will not be available.
- **Deadline**
Responses will be due by the end of November.
- **Questions?**
If you have questions about the survey, please call the number listed on the letter or the Trillium Administrative and Business Line at 1-866-998-2597. Please do not call the 24-hour Access to Care Line if you have questions about the survey.

TOPICS COVERED

Examples of survey questions may include:

- In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?
- In the last 12 months, did you take any prescription medicines as part of your treatment?

THANK YOU!

We appreciate everyone taking the time to complete these valuable surveys.



If you have questions regarding the content of this email please contact:

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Administrative and Business Matters - 866.998.2597
24/7 Crisis Care & Service Enrollment - 877.685.2415

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