

## XI. BHH Designated Provider Agency Satisfaction

The CT Partners for Integrated Care greatly values the opinions of all BHH designated provider agencies in the BHH provider network, and relies on their feedback to improve the content, quality, and delivery of BHH Initiative services.

To gather valuable feedback, the CT Partners for Integrated Care will administer an annual BHH Designated Provider Agency Satisfaction Survey.

It is our goal to collect and analyze feedback on satisfaction with the CT Partners for Integrated Care's performance from 100% of the BHH designated provider agencies. Results of the surveys will be shared with the appropriate state Departments and necessary changes will be implemented by the CT Partners for Integrated Care, based on the feedback.

