



CAMS CONTRACTOR NEWSFLASH

MAY 2018

Dear Service Providers:

Public Health Solutions' (PHS) is committed to improving the quality of our contract administration and monitoring activities. Periodically, we administer a contractor satisfaction survey to solicit feedback which is used to inform our continuous quality improvement processes.

This Contractor Newsflash serves as notification that the survey will be sent to you via email on **Tuesday, May 15th**. In preparation for completing and submitting the survey, we've attached survey questions for you to review prior receiving the actual survey email and link. Please do not send this copy back to PHS.

About the Survey

The survey will take approximately 15-20 minutes to complete, and we ask that only **one** survey be completed and submitted by your organization. *The submitted survey answers should reflect the overall contracting experience your organization has had with PHS within the last 12 months.* We recommend that one person in your organization is designated to complete and submit the survey. This person should confer with appropriate additional staff for input to provide collaborative survey responses.

What to Expect Regarding Questions

We would like your feedback in the following areas: Procurement, Contracting, Reporting, Site Visits, Staff Responsiveness, Payments, Reprogramming, Compliance, Contract Closeout, Miscellaneous, and Overall Feedback. Questions are multiple choice, and the Overall Feedback question allows you to provide us with overall and any unique feedback.

Please note that the survey is anonymous and confidential; however, if you wish, you may identify your organization, your name, and title.

Completed surveys are due by **May 29, 2018**. If you have any questions, please email 2018CSS@healthsolutions.org.

Thank you in advance for your time in completing the 2018 Contractor Satisfaction Survey.

Public Health Solutions