

M E M O R A N D U M

Date: June 30, 2017
To: Medi-cal beneficiary providers
From: Quality Care Management
Subject: Fall 2017 Consumer Perception Surveys
CC:

This memo is a reminder regarding the Fall 2017 Consumer Perception Surveys (CPS).

Section 3530.40 of Title 9 of the California Code of Regulations requires that semiannual surveys be conducted. Therefore, counties are required to administer the CPS in May and November of each calendar year.

The week of survey administration will be in November 2017; dates will be provided by the State about eight weeks prior at which time programs will be notified.

You can prepare for the survey now by becoming familiar with the instructions (attached are instructions from Spring 2017 surveys). The two most common errors include client number missing leading zeros, and missing date of survey administration.

Quality Care Management (QCM) staff will review survey instructions with you at your request. Please send requests and specific questions related to the survey to the QCM team email at BWELLQCM@co.santa-barbara.ca.us