



**PBH Communication Bulletin FY 1112 NM 20 20120125
PBH COC DD Breakout Provider Meeting Update
January 23, 2012**

To: PBH DD Providers

**From: John Giampaolo
Network/Community Relations Manager
PBH Community Operations Center**

Date: January 23, 2012

Re: PBH COC DD Breakout Provider Meeting January 13, 2012

Thank you for your attendance at our PBH DD meeting last week. As some of you noticed, the flow of the meeting was different than those in the past. We understand that there were some inconsistencies in the delivery of information provided and understand your concerns. Based on feedback received after the meeting, we want to assure you that all future meetings will be revised as follows:

1. Meeting minutes will be formatted to include each action item, along with the assigned responsible party and a summary of what is expected. These will be reviewed during the following meeting. Please click on the link below to access the meeting minutes from the January 13, 2012 meeting.

<http://www.pbhsolutions.org/pubdocs/upload/documents/DD%20Provider%20Meeting%20Minutes%2020120123.pdf>

2. When meetings minutes are reviewed in the following meeting, a PBH representative responsible and familiar with each action item will be in attendance to address any questions or concerns that arise.
3. We will ensure in advance that all presenters are fully prepared to speak to the topics being discussed, arrive on time and with ample materials for all attendees.

We recognize that your time is valuable and appreciate your commitment to building a strong working relationship with PBH. We welcome suggestions on making our time together more efficient and meaningful to us all.