



**Administrative Office**  
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*Creating solutions, **One** person at a time.*

**Memo**

September 1, 2009

To: PBH Developmental Disability Providers (Directors)

From: Cynthia Benjamin, Network Operations Department

Re: Mailings

This correspondence is in regards to a request from DD participants who attended the August 28, 2009 DD/UM meeting which was held at PBH 300 Copperfield Blvd. Concord, NC. During the meeting representatives from provider agencies asked if mailings could be sent directly to their attention.

Currently, the provider agencies are responsible for providing PBH the names and telephone numbers of staff to be included in the CI System as contacts. Contracts, amendments, communications etc. are forwarded directly to the Directors of the provider agencies to determine which key staff you would like to have access to these documents. PBH would have no way of knowing which staff should receive specific documents which is why all documents are currently forwarded to the Directors for distribution. PBH also relies heavily on providers to ensure that contact information listed in the CI System is accurate for your agency. Therefore, whenever staff turnover occurs within your agency it would be imperative for you to contact Network Operations in a timely manner so that CI could be updated on behalf of your agency.

Please review this correspondence and determine if you would prefer all documents continue to be forwarded to the Directors for distribution or would you prefer increasing the number of contacts for your agency with PBH. If you have questions or concerns, please contact Network Operations at your earliest convenience.

Thank you.