



**Las Vegas Urban League**  
**Early Childhood Connection**  
Connecting Kids with a Network of Resources

**LAS VEGAS URBAN LEAGUE**  
**Early Childhood Connection**  
**“SMART” PROVIDER SATISFACTION SURVEY**

**Date of Service:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Your Name (Optional):** \_\_\_\_\_ **Email (Optional):** \_\_\_\_\_

Help us help you by completing this brief survey.

DESCRIPTION OF QUALITY IMPROVEMENT ELEMENT		1	2	3	4	5
1	Did the receptionist and /or Provider Services staff greet you when you arrived?					
2	Was our staff friendly and responsive to your needs? Were they willing to assist you?					
3	If you had a problem with billing, were staff able to instruct you on how to resolve it?					
4	If your billing was submitted by the 5 <sup>th</sup> business day, were you reimbursed within 30 days?					
5	When you called, was your wait time appropriate or was your telephone call returned within 24 hours?					
6	Was your issue/concern handled to your satisfaction?					

Thank you for your feedback. If there is anything we can do to assist you, please do not hesitate to contact us.

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**LV Urban League \* Early Childhood Connection \* 2470 N. Decatur, Ste. 150, LV, NV 89108 \* (702) 473-9400 \* (702) 629-6232 Fax**



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