



96%

of individuals accept Workers Compensation case management services



11%

of CM patients were readmitted to the hospital within 30 days



of individuals accept Medical case management services

COMPLAINT RESPONSE TIME



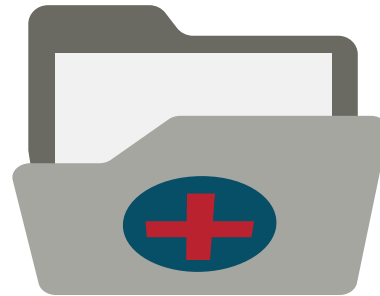
~2

DAYS
for complaint response

98%

of complaints responded to within timeframe

CASE MANAGEMENT



2020
PERFORMANCE SNAPSHOT

CONSUMER SATISFACTION



96%

of consumers satisfied with their Case Management program

Click **HERE** to view the 2020 Case Management Report



PERFORMANCE MEASUREMENT