



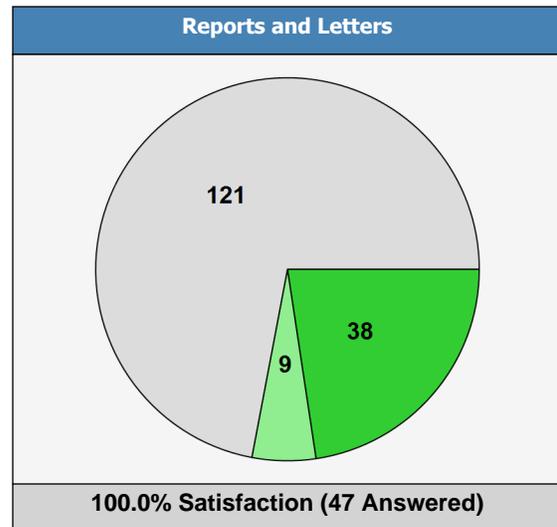
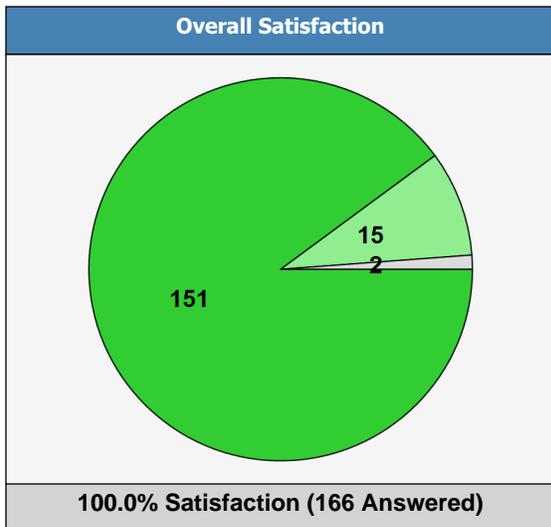
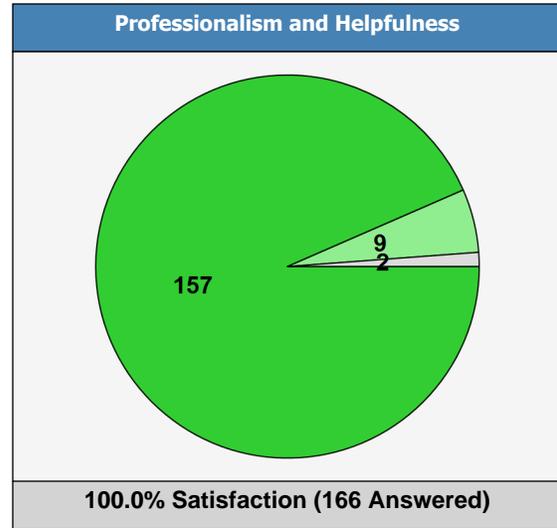
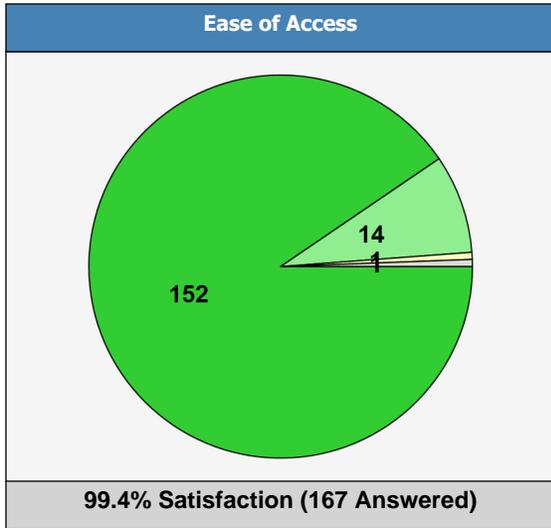
Corporate Care Management, Inc.
Satisfaction Survey Results (168 surveys)

1/1/2016 to 12/31/2016

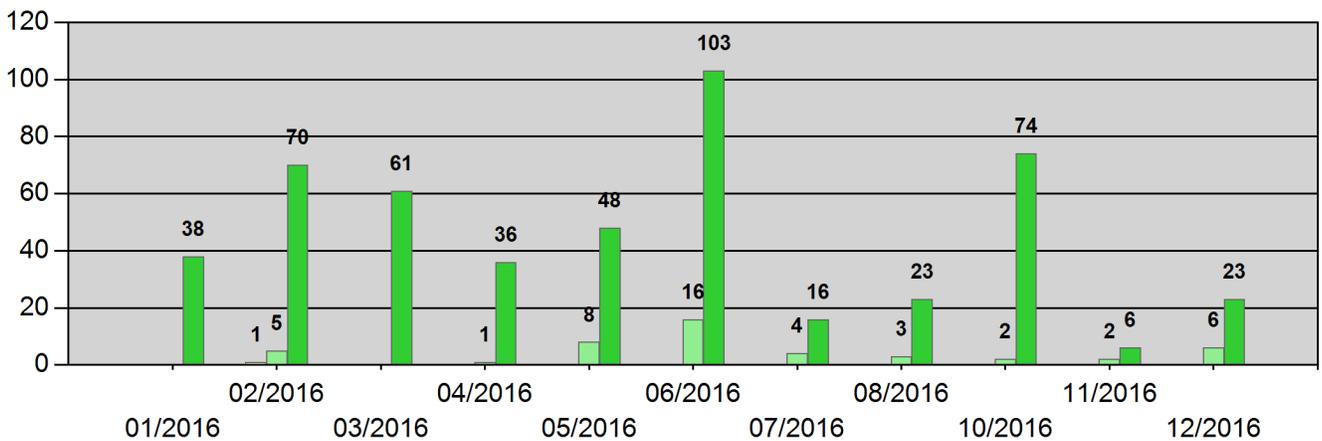
BOB Survey Results 2016

Consumer Confidence Rating: 9.6

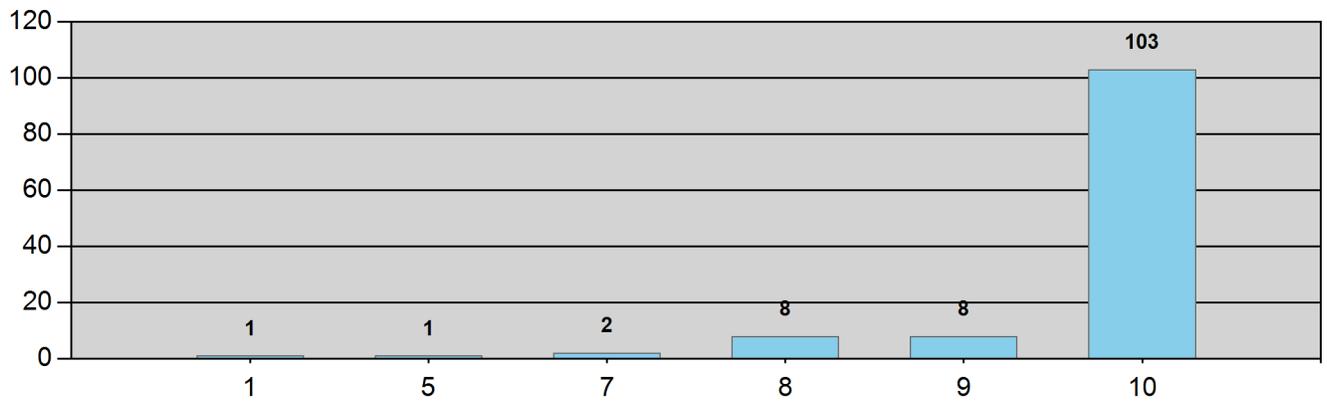
Very Satisfied
Satisfied
Dissatisfied
Very Dissatisfied
Not Applicable



Satisfaction Rating by Month (based on all questions answered during the month)



How Likely to Recommend CCM





Corporate Care Management, Inc.

Satisfaction Survey Results

1/1/2016 to 12/31/2016

BOB Survey Results 2016

Feedback from members, providers, and clients is very important to us. We remind all those calling CCM that they may complete a satisfaction survey at the conclusion of the call. In addition, on a rotating basis each day, CCM staff members ask callers if they would like to be transferred to a survey line at the conclusion of each call. CCM's website also asks visitors to tell us what they think of our services. Each of the following statements are provided word for word as they were left on CCM's Satisfaction Survey tools. If the statement appears in black, the caller gave CCM permission to use their comments in marketing materials, including CCM's Website. If the comment appears in red, permission was not given or the survey question about permission was skipped.

Date	Line of Business	Publish Comments	Account	Consultant	I Am Described As
12/23/2016	605 Case Management	CCM - Ok Person - Ok	No Matching Plan Identified	DON	Patient or Family Member
Donna had a caring voice and always wanted to how I was first.					
12/17/2016	604 Care Coordinator	CCM - Ok Person - Ok	Automobile Transporters Welfare Fund of New York	RUN	Patient or Family Member
Stacy Rundle is a tremendous help in helping me with all my Issues pertaining to billing , she is very prompt , courteous, conscientious , and professional, never once was I left out in the cold , never ever did a response come late from her! She is truly an asset to your company! Most Sincerely, Lawrence Bartkowiak					
12/14/2016	000 Unknown	CCM - Ok Person - Not Ok	No Matching Plan Identified	000	Patient or Family Member
I wasn't familiar with this service until I had mastectomies. Lisa was a empathetic listener and professional. I did get a call from an associate which covered for Lisa once and I became very upset by the way she handled my call. All other calls were handled by Lisa.					
12/08/2016	000 Unknown	CCM - Ok Person - Ok	Cayuga Onondaga Area Schools Employee Healthcare Plan	CAS	Provider or Provider Staff Member
My experience involved a mutual client. I discovered how caring this agent, Angela Lurcock is and it made me feel good that I am a Hospice Nurse.					
12/08/2016	000 Unknown	CCM - Ok Person - Not Ok	Exelon	TIE	Patient or Family Member
Thanks for Livestrong Books and for helping sort out medical bills.					
12/06/2016	000 Unknown	CCM - Ok Person - Ok	No Matching Plan Identified	CAS	Provider or Provider Staff Member
Angela was great in helping me get my patients chemo therapy approved in a very timely matter, she was very friendly and helpful!					
12/03/2016	000 Unknown	CCM - Ok Person - Ok	No Matching Plan Identified	HEA	Patient or Family Member
I have been so pleasantly surprised with the attention I have received from Heather - she has been so helpful with explaining this process to me. I really don't know what I would have done without her help!!!					
11/03/2016	605 Case Management	CCM - Ok Person - Ok	Catskill Area Schools Employee Benefit Plan	DON	Patient or Family Member
Donna was always very concerned with my well being and health and stayed in touch on a regular basis to see if I needed anything extra.					
11/01/2016	603 Health NON-EBS-RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	YAN	Provider or Provider Staff Member
I spoke with the rep., Lisa D. She was helpful and answered my questions in a timely manner.					

10/27/2016	000 Unknown	CCM - Ok Person - Ok	Cattaraugus County Worker's Comp	FRE	Patient or Family Member
You are so very concerned about my case and I am very thankful for that. I feel so important every time April calls me asking me how I am doing. Thanks a lot.					
10/27/2016	601 Health EBS- RMSCO Pre-cert	CCM - Ok Person - Ok	Exelon	WEL	Provider or Provider Staff Member
I work frequently (nearly every day of the week) with the representatives of CCM and it is always a great, easy, and quick call. They are always friendly and help with anything I request, even when it is multiple patients. Job well done, they are fantastic!					
10/26/2016	603 Health NON-EBS- RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	WEL	Provider or Provider Staff Member
I called for some authorization information and spoke with Laurie. When I hung up the phone, I said to my co-workers, that person was seriously the nicest lady ever to work with. Why can't everyone be like her! Thanks, Laurie, for being so helpful and friendly.					
10/25/2016	000 Unknown	CCM - Ok Person - Ok	Iberdrola NYSEG - WC	RIF	Patient or Family Member
Susan scored an 11 out of a possible 10.					
10/24/2016	000 Unknown	CCM - Ok Person - Not Ok	Group Health Plan B0080	MAY	Provider or Provider Staff Member
The CCM reps are always a pleasure to speak with. They are always courteous and friendly.					
10/21/2016	603 Health NON-EBS- RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	WEL	Provider or Provider Staff Member
I called to have an authorization date extended and was instantly greeted by a very friendly representative. It is unlikely to call an insurance company and get someone on the line that is so friendly with excellent customer service. The authorization date was extended without any issue!					
10/20/2016	604 Care Coordinator	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	ARD	Patient or Family Member
Sandra was very courteous, compassionate and professional. A true servant with integrity. It was a pleasure to have her on my case.					
10/20/2016	605 Case Management	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	ARD	Patient or Family Member
Any time I have called with a question, it has been resolved.					
10/20/2016	000 Unknown	CCM - Ok Person - Ok	No Matching Plan Identified	BIG	Broker or Consultant
We have a great partnership with CCM and enjoy working with Dawn, Tammy and Jennifer.					
10/20/2016	000 Unknown	CCM - Ok Person - Ok	No Matching Plan Identified	JMC	Broker or Consultant
We have a great partnership with CCM and enjoy working with Dawn, Tammy and Jennifer.					
10/19/2016	607 Comp Nurse	CCM - Ok Person - Ok	Chautauqua County	HEA	Patient or Family Member
I have been very pleased with the assistance I have received from staff at CCM. Heather worked diligently with the physician's office to move the surgery authorization along and start the recovery process as soon as possible. She also was willing to work to set up PT, and always willing to offer any assistance in any way possible. Thank you !					
10/18/2016	603 Health NON-EBS- RMSCO	CCM - Ok Person - Ok	Cattaraugus County	LYN	Patient or Family Member
Jessica has been fantastic. She kept me in the loop and has been a pleasure to work with.					
10/17/2016	000 Unknown	CCM - Ok Person - Ok	No Matching Plan Identified	JMC	Broker or Consultant
It is helpful if secure email is only used when there is PHI in an inquiry. It can be difficult to access. Jennifer is always extremely courteous and professional. Pleasure to work with her.					
10/14/2016	607 Comp Nurse	CCM - Ok Person - Ok	Chautauqua County	LAF	Patient or Family Member

Ann and Rosemarie have been amazing throughout my whole ordeal. After suffering a traumatic injury at work both the physical and mental recovery have been a long and overwhelming experience. Recovering from PTSD and depression following the injury was something that I did not expect nor did I recognize the symptoms. Ann immediately identified the problem and got me the help I needed. To say she saved my life is an understatement and something she probably does not even realize. Her kind words and always checking on how I was doing helped me through the mental aspects of my injury. Ann even took time away from her own family to speak with me and help me with anything I needed. As I continue to recover I am truly grateful that Ann and Rosemarie are employed by your company. My family and myself are forever grateful to them.

10/13/2016	607 Comp Nurse	CCM - Ok Person - Ok	Warren County	HEA	Employer, Plan Sponsor or HR Representative
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Our Nurse Case Manager, Heather is doing a great job. She does everything as expected and goes above and beyond in trying to get us the information we need from providers. We value her opinion and she has helped us tremendously with reviewing treatment authorizations and getting employees back to work quickly.

10/13/2016	000 Unknown	CCM - Ok Person - Ok	No Matching Plan Identified	PIP	Broker or Consultant
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We have a great partnership with CCM and enjoy working with Dawn, Tammy and Jennifer.

08/29/2016	605 Case Management	CCM - Ok Person - Ok	Citizen Advocates	DON	Patient or Family Member
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Donna was wonderful. During the first call, I was afraid she would say you have cancer and she was sorry to hear. That was not the case. She was there the whole time - helping me and talking to me. She is an angel. You people are lucky to have her and I told many people that.

08/29/2016	605 Case Management	CCM - Ok Person - Ok	Cattaraugus County	DON	Patient or Family Member
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Donna was so professional, kind and caring with my case. Thank you Donna!

08/25/2016	606 Client Survey	CCM - Ok Person - Ok	No Matching Plan Identified	000	Provider or Provider Staff Member
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Everyone has always been extremely helpful and friendly. I speak with Insurance Company representatives all day long and CCM is absolutely one of the best to work with.

08/25/2016	607 Comp Nurse	CCM - Ok Person - Not Ok	The Standard	HEA	Patient or Family Member
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My Rep from Corp. Care was great (Heather). My understanding is that the insurance company uses your case Managers to interface with patients. That part worked fine. The paperwork I received from the insurance company was a nightmare. Two different offices sending me duplicate requests for more Doctor documentation. I received at least ten letters requesting more documentation. I was paralyzed in a trauma unit and didn't really have ability to do paperwork. I was off work for six weeks and didn't have my disability approval from the insurance company until a week before I returned to work. It would have been nice if Heather could have managed the paperwork while I was injured but because the disability was not "approved" by the insurance company until a week before I returned to work, she was not involved with my case until it was pretty much over. The insurance company needs to get CCM involved on the front end of the employees disability.

08/24/2016	605 Case Management	CCM - Ok Person - Ok	Broome County-RED Plan	RUN	Patient or Family Member
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Stacey is an asset to the Corporate Care Management team. She is an efficient communicator, expert in resolving and identifying management of our daughter's illness and a skilled listener.

08/24/2016	607 Comp Nurse	CCM - Ok Person - Ok	No Matching Plan Identified	HEA	Patient or Family Member
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I appreciated Heather's sincere compassion.

08/03/2016	605 Case Management	CCM - Ok Person - Ok	Harden Furniture, Inc. Medical Plan	RUN	Patient or Family Member
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Following 2 denials for my Fereheme treatments and being overwhelmingly frustrated I called CCM and was able to speak with Stacey Rundle. She treated me with utmost dignity, listened carefully to my complicated medical history and her words, "I will be your advocate." were comforting. She truly did listen and helped me to get all of the information she needed to help the decision makers at CCM understand my unique health situation, and why it was important for me to receive Fereheme.

My husband and I had a long planned vacation in Germany for two weeks, and had Stacey not helped me be able to get my infusions before we left I am absolutely certain that I would have been too ill to enjoy our vacation.

Stacey has also followed up with me to make sure I got my appointments and called me yesterday to see how I was doing. This is above and beyond what I would have expected.

Being in the business of Corporate Care Management during this time skyrocketing medical costs is not an 'easy' business to be in. Having to make medical decisions every day concerning patient care of people you have never met has many challenges. As a patient with a very complicated (and rare) medical issues it can be very scary knowing someone you have never met is making decisions about your treatment. Stacey Rundle not only calmed me but gave me confidence that she (and CCM) really did care about me, as a patient and a person, not just the 'bottom line'.

Stacey Rundle is an asset to your company, and I thank her from the bottom of my heart for her help.

08/02/2016	605 Case Management	CCM - Ok Person - Ok	Broome County-Green Plan	RUN	Provider or Provider Staff Member
Stacey was very helpful and patient while we got our documents together and was always available when I needed anything.					
07/26/2016	605 Case Management	CCM - Ok Person - Ok	Automobile Transporters Welfare Fund of New York	RUN	Patient or Family Member
Miss Stacy Rundle has the intimate knowledge of the hell I have been through with payment of bills in a complicated mess! This lady went out of her way to help me and it took over 1 1/2 years , still just got bill from collection agency 3 years later . Ask her about me Lawrence Bartkowiak and the hell I have been through!					
07/25/2016	605 Case Management	CCM - Ok Person - Ok	Pulaski Academy & Central School	TER	Patient or Family Member
I went through hell. You people were very good. Terry, you were very good.					
07/25/2016	605 Case Management	CCM - Ok Person - Ok	Catskill Area Schools Employee Benefit Plan	DON	Patient or Family Member
I had Donna- anything, questions- she would find answers if she didn't know. She would periodically just check in to see how my husband was doing. It made going through cancer a little easier. We weren't just a birthdate or number. She was caring and that means a lot. I will miss her and all her help.					
07/25/2016	605 Case Management	CCM - Ok Person - Ok	Broome County-RED Plan	RUN	Patient or Family Member
Stacey has been a blessing. So helpful, resourceful and diligent. I still don't know how she worked her magic but she saved us thousands of dollars by handling our son's need/prescription.					
07/18/2016	607 Comp Nurse	CCM - Ok Person - Ok	Cattaraugus County Worker's Comp	FRE	Claims Adjuster or TPA Staff Member
Regarding the claims I handle, April and Susan are on top of all issues and prompt with supplying information and responding to any inquiries. This makes my job as a busy WC adjuster that much easier.					
06/30/2016	605 Case Management	CCM - Ok Person - Ok	Catskill Area Schools Employee Benefit Plan	DON	Patient or Family Member
My experience was good. I had Donna as a case manager and she was very helpful and very informative. She called me and it was very good because of her.					
06/29/2016	605 Case Management	CCM - Ok Person - Ok	Catskill Area Schools Employee Benefit Plan	DON	Patient or Family Member
Extremely helpful. Always there to answer questions and very caring and concerned.					
06/24/2016	605 Case Management	CCM - Ok Person - Ok	Wayne County	TIE	Patient or Family Member
It was a great experience. Lisa was very helpful and was there when I needed her. If I had to do it all over again, I would love to do it with you guys. Thank you.					
06/23/2016	603 Health NON-EBS- RMSCO	CCM - Ok Person - Ok	Plumbers & Steamfitters Local #73	SBL	Provider or Provider Staff Member
Very professional, quick and very thorough.					
06/23/2016	605 Case Management	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	ARD	Patient or Family Member
Sandra has been a blessing. We appreciate her help immensely in our time of need. My son was just diagnosed with stage 4 kidney failure and I couldn't have gotten any better service. I appreciate it very much. Thank you.					
06/20/2016	601 Health EBS- RMSCO Pre-cert	CCM - Ok Person - Not Ok	Wayne County	WEL	Provider or Provider Staff Member
The representative was very helpful in facilitating the transfer of a patient from a community hospital to a higher level of care. We were able to exchange information in a very efficient manner and the patient is able to get the care that he needs. Thank you.					
06/14/2016	607 Comp Nurse	CCM - Ok Person - Not Ok	Cattaraugus County Worker's Comp	RIF	Patient or Family Member
Susan Griffith has been outstanding during this hard time that I have been faced with. She answers all of my questions and helps out with everything that I need.					
06/10/2016	607 Comp Nurse	CCM - Ok Person - Ok	Chautauqua County	LAF	Patient or Family Member

Ann was very helpful providing information and also researching different options for me. She also called me back to see if I had any luck finding a provider for treatment. I highly recommend her for her professionalism and courtesy!

06/09/2016	604 Care Coordinator	CCM - Ok Person - Not Ok	Cayuga Onondaga Area Schools Employee Healthcare Plan	CAS	Provider or Provider Staff Member
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I was very satisfied with Angela. She is willing to listen and help resolve any issues that we have with authorizations which it was very much a pleasure speaking with her today. Thank you.

06/09/2016	603 Health NON-EBS- RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	WEL	Provider or Provider Staff Member
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Everything was perfect. Thank you.

06/09/2016	605 Case Management	CCM - Ok Person - Ok	Otsego County	ARD	Patient or Family Member
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If I have to go through this, I have to say that everything has gone very well. Everyone has been very helpful.

06/07/2016	607 Comp Nurse	CCM - Ok Person - Ok	Chautauqua County	LAF	Patient or Family Member
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I had a work injury many years ago and have been "fighting" the system since to get the treatment that I need. Unfortunately, I had to stop working back in 2009 because of the injuries I sustained; however, that did not change the fact that I still needed medical treatment. About one year ago I was diagnosed with narcotic bowel due to all the pain meds I have taken over the years which required me to stop taking all pain meds. This was a difficult transition but something that had to be done. I contacted the insurance company about a month ago because my pain has significantly increased at which time my case was referred to Ann Lafey. She has gone out of her way to help me get the medical treatment I need and try to find alternative ways to manage the pain. I have scheduled an appointment for spinal decompression and a consultation for a spinal cord stimulator. Ann has been a tremendous support to me when I thought I had no other options or nobody in my corner. Chronic pain consumes your life and I now see some light at the end of the tunnel. I will remain in contact with Ann because I couldn't have done this without her. Thank you so much.

06/06/2016	602 Health EBS- RMSCO Referral	CCM - Ok Person - Ok	Exelon	WEL	Provider or Provider Staff Member
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It was completed and the representative was very pleasant.

06/06/2016	601 Health EBS- RMSCO Pre-cert	CCM - Ok Person - Ok	Otsego County	MAY	Provider or Provider Staff Member
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The representative was very helpful, pleasant, knowledgeable and got my request taken care of quickly.

06/02/2016	601 Health EBS- RMSCO Pre-cert	CCM - Ok Person - Not Ok	Franklin County	YAN	Provider or Provider Staff Member
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Very satisfied. She was awesome. Lisa was phenomenal and more than helpful and is great at her job. I am very thankful that I got her. Thank you very much.

06/02/2016	000 Unknown	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	ARD	Patient or Family Member
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It was very comforting to know that someone was watching over my care. Sandra did a great job.

06/02/2016	603 Health NON-EBS- RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	SBL	Provider or Provider Staff Member
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It was just very nice to speak to a representative that could speak English very well and also who was very pleasant. Her name was Shari and it was just a good experience with this case. Thank you.

06/01/2016	603 Health NON-EBS- RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	SBL	Provider or Provider Staff Member
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It was a very good experience.

06/01/2016	603 Health NON-EBS- RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	SAB	Provider or Provider Staff Member
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She was extremely professional and very, very helpful. Whenever we've had to call Lifetime, we get accurate answers, the girls are very helpful and we are very, very fortunate to have Lifetime as our insurer. We appreciate you all and Thank you.

06/01/2016	601 Health EBS- RMSCO Pre-cert	CCM - Ok Person - Ok	Oneida County PPO	YAN	Provider or Provider Staff Member
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I spoke with Lisa today to get authorization for an outpatient procedure. She was very helpful, very friendly, very upbeat. Very knowledgeable with all of the things that I needed and I was very happy to work with her today.

06/01/2016	601 Health EBS- RMSCO Pre-cert	CCM - Ok Person - Ok	Wayne County	WEL	Provider or Provider Staff Member
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I just want to thank Laurie for getting this information for me authorized. I really appreciate it. Again, Thank Laurie.

05/27/2016	607 Comp Nurse	CCM - Ok Person - Ok	Iberdrola NYSEG - WC	RIF	Patient or Family Member
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Susan Griffin did an excellent job for me.

05/26/2016	000 Unknown	CCM - Ok Person - Not Ok	No Matching Plan Identified	000	Provider or Provider Staff Member
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Retrospective reviews are unfair to providers and patients as we are held to arbitrary standards. If questions of treatment arise it would be better to ask for future plans and expectations which we are happy to furnish and have resulted in fewer misunderstandings and less wasted productivity disputing the past. Thanks for your consideration. Matt Alexander DC. 315-576-0966

05/25/2016	000 Unknown	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	ARD	Patient or Family Member
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My nurse has been nothing but wonderful and understanding and sometimes with the operation that I had, it's embarrassing talking to a female but she was very cordial and I would highly recommend her to anybody else. Very, Very satisfied.

05/25/2016	605 Case Management	CCM - Ok Person - Ok	Wayne County	TIE	Patient or Family Member
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I have been working with Lisa Tierno, she's great and doing a great job. Thank you.

05/25/2016	602 Health EBS-RMSCO Referral	CCM - Ok Person - Ok	National Grid Western New York POS Plan	WEL	Provider or Provider Staff Member
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Extremely satisfied. Laurie was unconditionally one of the supreme insurance people that I have had to deal with in a very stressful situation. Her knowledge and expertise allowed me to achieve what I needed to for a patient who has enough on her plate right now without needing to be worried about insurance issues. Thank you very much. My dealings as a nurse in a private practice has given me new found hope for insurance companies; they are not all ruthless. She has been extremely vital in achieving satisfaction for my patient at the Cleveland Clinic who certainly has enough issues to be concerned about her family and overall health. Laurie has made my dealings with your company very easy, very comforting and able to explain any questions that I have had. I appreciate her help very much. Thank you.

05/25/2016	604 Care Coordinator	CCM - Ok Person - Ok	Wadhams Enterprises, Inc.	SKY	Patient or Family Member
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My experience was very pleasant and professional. Janet was very professional. She came in respectful and was able to talk to me on a professional level and I was very satisfied with the ability to be able to speak to her directly and her quick response in returning phone calls and it was a good experience and I appreciate that very much. Thank you.

05/24/2016	000 Unknown	CCM - Ok Person - Ok	Iberdrola NYSEG - WC	LAF	Patient or Family Member
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Nurse Ann Lafey was wonderful. She contacted me several times during my absence and was very helpful. She really raised my spirits through a difficult time for me. You are very lucky to have her on your team! Thank you all.

05/12/2016	603 Health NON-EBS-RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	SBL	Provider or Provider Staff Member
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I called in for an MRI for a young patient we have here in the office and got approval very shortly and within 10 minutes which was very appreciated. Thank you.

05/12/2016	601 Health EBS-RMSCO Pre-cert	CCM - Ok Person - Not Ok	Avalon	SBL	Provider or Provider Staff Member
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Shari was very polite and the best thing is that she called me back. I called yesterday and left as message and she did call me back, so I am really thankful for that. Thank you very much.

05/12/2016	603 Health NON-EBS-RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	WEL	Provider or Provider Staff Member
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I was very satisfied with the customer service and with the agent. Thank you.

05/12/2016	601 Health EBS-RMSCO Pre-cert	CCM - Ok Person - Ok	Madison County Healthcare Plan	WEL	Provider or Provider Staff Member
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Laurie was very helpful. She followed up with the issue that was going on in order to get it resolved and she made sure that I was aware of everything and I am thankful that I was able to work with her and get this taken care of in the proper fashion to help out our mutual patient.

05/12/2016	601 Health EBS-RMSCO Pre-cert	CCM - Ok Person - Ok	Wayne County	WEL	Provider or Provider Staff Member
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Laurie was extremely pleasant. It was a pleasure to deal with her today and it was very, very nice to deal with her. She was very pleasant and extremely helpful.

05/05/2016	603 Health NON-EBS-RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	SBL	Provider or Provider Staff Member
I called in for an MRI for a young patient we have here in the office and got approval very shortly, within 10 minutes, which was very appreciated. Thank you.					
05/05/2016	000 Unknown	CCM - Ok Person - Ok	Cayuga Onondaga Area Schools Employee Healthcare Plan	CAS	Patient or Family Member
Angela cares about you like a friend and not just like another case she has to deal with. She cares about your feelings and what you are going through and does her very best for you. Thank you.					
04/27/2016	603 Health NON-EBS-RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	KDI	Provider or Provider Staff Member
The Staff, Kim, was perfect. She answered all of my questions and she was very professional.					
04/22/2016	601 Health EBS-RMSCO Pre-cert	CCM - Ok Person - Not Ok	Plumbers & Steamfitters Local #73	WEL	Provider or Provider Staff Member
Laurie was very helpful. There was a slight problem on our end which she is going to take care of tomorrow.					
04/21/2016	601 Health EBS-RMSCO Pre-cert	CCM - Ok Person - Ok	Wayne County	WEL	Provider or Provider Staff Member
Laurie was so helpful, a pleasure to speak with, very helpful, considerate, concerned. It was a pleasure speaking with her on the phone and working with her. It was a true pleasure.					
04/15/2016	603 Health NON-EBS-RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	WEL	Provider or Provider Staff Member
She was very helpful, very courteous, she was very patient with me.					
04/14/2016	604 Care Coordinator	CCM - Ok Person - Ok	Group Health Plan B0080	TER	Patient or Family Member
Getting a cancer diagnosis is terrifying. Terry helped me get my questions for the doctor together, she took care of resolving my billing issues, this of course allowed me to stay focused on my healing plan and not waste hours fighting between the insurance company & hospital because someone forgot a code or form. Terry was very kind, knowledgeable and had many resources available to share with me. Thank you Terry! She was professional, knowledgeable & comforting also. I was blessed to have this service available to me during my surgery and beginning treatment.					
04/14/2016	604 Care Coordinator	CCM - Ok Person - Not Ok	Cattaraugus County	RUN	Provider or Provider Staff Member
Stacey was the representative I worked with. She was very helpful, very prompt and thorough.					
04/07/2016	603 Health NON-EBS-RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	WEL	Provider or Provider Staff Member
She was professional and an informative person and very easy to deal with.					
04/07/2016	602 Health EBS-RMSCO Referral	CCM - Ok Person - Ok	Exelon	WEL	Provider or Provider Staff Member
It was a very quick phone call. The representative was very helpful and I had all of my questions answered in a very timely manner. I was very satisfied.					
03/29/2016	605 Case Management	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	ARD	Patient or Family Member
I was very satisfied. My nurse was very polite and very thorough. She answered any questions I had and it was very nice to have that personal touch. I want to thank her for her professionalism.					
03/29/2016	605 Case Management	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	ARD	Patient or Family Member
I talked to Sandra every couple of months when I was on chemo and any medical things that I have going on. She has been the most wonderful person for me. She has helped me with many different things and explained a lot of things to me. I so appreciate her. Anything I have a question on, it's not a problem to ask her. I am so very satisfied. I am so glad she works there.					
03/29/2016	601 Health EBS-RMSCO Pre-cert	CCM - Ok Person - Ok	Wayne County	WEL	Provider or Provider Staff Member
The representative Laurie C was very professional, got back to me right away and was very helpful.					

03/26/2016	000 Unknown	CCM - Ok Person - Not Ok	No Matching Plan Identified	000	Patient or Family Member
Brenda was an Amazing help thought my Injury. She was right on top of everything that came up. She went out of her way to keep my progress moving forward, even when the Insurance or Doctors office was slow with approvals or paperwork. I would like to thank her for all of her help!!!					
03/15/2016	603 Health NON-EBS- RMSCO	CCM - Ok Person - Not Ok	Upstate New York Engineers Health Fund	WEL	Provider or Provider Staff Member
The rep was very friendly and kind and I wish you had more people like her working there.					
03/15/2016	607 Comp Nurse	CCM - Ok Person - Ok	Iberdrola NYSEG - WC	LAF	Patient or Family Member
Ann was extremely helpful and very caring. I was able to explain to her how I felt about what was going on and she listened to what my concerns were and made sure I felt comfortable with the results					
03/10/2016	603 Health NON-EBS- RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	WEL	Provider or Provider Staff Member
I am very satisfied working with Laurie. She was very professional and helpful. Especially when at first, we were not able to get this approved. She helped and took it to a Supervisor and was very prompt at getting back to me. Thank you very much.					
03/08/2016	607 Comp Nurse	CCM - Ok Person - Not Ok	No Matching Plan Identified	WAT	Employer, Plan Sponsor or HR Representative
Brenda Waterman is the nurse case manager dedicated to Wayne County's workers' comp claims and she does an EXCELLENT job. I am pleased with her attention to detail and her dedication to providing outstanding service.					
03/07/2016	601 Health EBS- RMSCO Pre-cert	CCM - Ok Person - Not Ok	Otsego County	SBL	Provider or Provider Staff Member
The representative, Shari, was very thorough, very quick and took care of all of my needs.					
03/03/2016	603 Health NON-EBS- RMSCO	CCM - Ok Person - Ok	Plumbers, Pipefitters and Apprentices Local 112	SBL	Provider or Provider Staff Member
Shari was very helpful and she was quick to give me an authorization. Thank you.					
03/02/2016	604 Care Coordinator	CCM - Ok Person - Ok	Otsego County	TER	Patient or Family Member
I would like to talk to you for a minute about Terry. This woman has been fantastic. You guys are really fortunate to have her. She has stayed in touch with me, not just for the past month, or anything like that, but for years and years she has followed up and that is stunning in this day and age. Stunning! So, I want you to know how appreciative I am and how good she really is at what she does and again, I am forever grateful. You don't see that in this day and age anymore and it is something that I wish a lot more businesses had. So again, I am calling about Terry, my representative and please pat her on the back. Thank you guys. Have a nice day.					
03/01/2016	000 Unknown	CCM - Ok Person - Ok	Chautauqua County	HEA	Patient or Family Member
Heather was very helpful in her explanation to me. She answered my questions and got back to me in a timely manner.					
02/29/2016	000 Unknown	CCM - Ok Person - Ok	Iberdrola IUMC WC	RIF	Patient or Family Member
Susan does an excellent job,has been a pleasure to work with, and has been an advocate for me as I have gone through this process.					
02/26/2016	601 Health EBS- RMSCO Pre-cert	CCM - Ok Person - Ok	Catskill Area Schools Employee Benefit Plan	SBL	Provider or Provider Staff Member
Very caring staff. Thank you. Excellent customer service. Very satisfied. Staff reached out to our facility to confirm the authorization as they knew it was important. The patient was coming in this morning. Again, very caring staff. We really appreciate it. Thank you.					
02/25/2016	607 Comp Nurse	CCM - Ok Person - Ok	Iberdrola USA Special Requests	LAF	Patient or Family Member
Ann helped me so much, she listened and was compassionate with my health issues and needs and had a lot of concern for me. She went beyond just getting me answers , she had to do a lot of research and inquiring about the medication I needed as well as getting involved with dot and she was in contact with me daily concerned on how I was doing and also to keep me updated . I'm still in contact with Ann she still checks on me I find this so comforting and I know that if I need guidance or help she will always be there. I thank you Ann for everything and will be checking in soon . Once again thank you for being that compassionate person that you are I'm glad you were my care manager .					
02/25/2016	607 Comp Nurse	CCM - Ok Person - Ok	Iberdrola USA Special Requests	LAF	Patient or Family Member

Ann helped me so much, she listened and was compassionate with my health issues and needs and had a lot of concern for me. She went beyond just getting me answers, she had to do a lot of research and inquiring about the medication I needed as well as getting involved with dot and she was in contact with me daily concerned on how I was doing and also to keep me updated. I'm still in contact with Ann she still checks on me I find this so comforting and I know that if I need guidance or help she will always be there. I thank you Ann for everything and will be checking in soon. Once again thank you for being that compassionate person that you are I'm glad you were my care manager.

02/24/2016	603 Health NON-EBS-RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	SBL	Provider or Provider Staff Member
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Shari, who helped me, my intake coordinator was very helpful in getting my case approved and very knowledgeable. I recommend her highly.

02/18/2016	601 Health EBS-RMSCO Pre-cert	CCM - Ok Person - Ok	Oneida County PPO	KDI	Provider or Provider Staff Member
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Very Satisfied overall

02/18/2016	603 Health NON-EBS-RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	SBL	Provider or Provider Staff Member
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I have not had to deal with Lifetime Benefit Solutions before and this was a very positive experience. The agent was very professional and attentive and everything went through smoothly. Thank you.

02/17/2016	603 Health NON-EBS-RMSCO	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	WEL	Provider or Provider Staff Member
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Laurie was very polite, very helpful and I was able to go through the process very easily.

02/16/2016	602 Health EBS-RMSCO Referral	CCM - Ok Person - Ok	Exelon	SBL	Provider or Provider Staff Member
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Very pleased. The staff was pleasant. Very satisfied.

02/16/2016	605 Case Management	CCM - Ok Person - Ok	Wadhams Enterprises, Inc.	SUE	Patient or Family Member
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Susan, the nurse that has been calling us is the most wonderful, encouraging person that I think I have ever met in my 70 years. She has been a friend to our family. Not just advising but a friend. I count her as one of my dearest friends and I can't thank you enough for sending her our way. She is amazing. Thank you so much.

02/16/2016	602 Health EBS-RMSCO Referral	CCM - Ok Person - Ok	Exelon	WEL	Provider or Provider Staff Member
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The representative was very helpful and very patient with me looking up information for her to help me further. Overall, it was a great experience.

02/04/2016	000 Unknown	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	SKY	Employer, Plan Sponsor or HR Representative
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All Case Management is handled expediently with expertise. Very satisfied with all services. Would highly recommend.

02/03/2016	601 Health EBS-RMSCO Pre-cert	CCM - Ok Person - Not Ok	Sheet Metal Workers Local #46	WEL	Provider or Provider Staff Member
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It was a very long hold wait. The actual number for the prior authorization was not on the member's card so I was on hold for a half hour for the provider line, only to be told that I had to call another number and at that point I did get through to someone but again, I was probably on hold for about 6 minutes. Otherwise, the person I spoke with was very professional and very helpful. Thank you.

01/27/2016	602 Health EBS-RMSCO Referral	CCM - Ok Person - Not Ok	Exelon	WEL	Provider or Provider Staff Member
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The representative was incredibly helpful and I am very appreciative of her help.

01/26/2016	606 Client Survey	CCM - Ok Person - Ok	Rochester Laborers` Welfare Fund Local #435	SKY	Claims Adjuster or TPA Staff Member
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I have been working with CCM for about five years or more. I have never had a problem or question that Janet has not been able to answer for, and if she didn't know she would find out and call me back. She is an outstanding rep for my company so I hope we

01/21/2016	606 Client Survey	CCM - Ok Person - Ok	Rochester Laborers` Welfare Fund Local #435	CAS	Claims Adjuster or TPA Staff Member
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I have been communicating with CCM for about 5 years or more and their professionalism has always been outstanding. No matter what the situation is I always hang up satisfied with Angela and all the other young ladies that I deal with. Keep up the good work.

01/21/2016	603 Health NON-EBS-RMSCO	CCM - Ok Person - Not Ok	Upstate New York Engineers Health Fund	YAN	Patient or Family Member
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To Whom It May Concern:

This is a letter to express my gratitude to one of your employees, Lisa D @ ext 327, who went above and beyond today to help me out with an authorization issue. I was in panic mode when I found out my daughter had not been authoriz

01/16/2016	607 Comp Nurse	CCM - Ok Person - Ok	Iberdrola USA WC	HEA	Patient or Family Member
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My representative, Heather, was wonderful. I didn't even know this service existed. It's nice to know when you're recovering from surgery and unable to make all of the calls needed, someone can be your advocate. Heather took all of the worry from my should

01/15/2016	602 Health EBS- RMSCO Referral	CCM - Ok Person - Not Ok	Exelon	WEL	Provider or Provider Staff Member
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Very friendly, courteous and efficient. Thank you.

01/15/2016	601 Health EBS- RMSCO Pre-cert	CCM - Ok Person - Not Ok	Citizen Advocates	WEL	Provider or Provider Staff Member
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Very pleasant to talk to and very, very helpful.

01/14/2016	605 Case Management	CCM - Ok Person - Ok	Eden II Schools	ARD	Patient or Family Member
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Excellent Service. Everything is great. The representative who has been helping me has been very, very knowledgeable and excellent at her job. I really recommend her for everything.

01/14/2016	601 Health EBS- RMSCO Pre-cert	CCM - Ok Person - Not Ok	Exelon	MAY	Patient or Family Member
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I just wanted to leave a comment or feedback that it has been over a week, almost a week that we are trying to get a referral for specialty services and it has not been done yet. There are some discrepancies between the validity date of the referral and the calls between the primary care physician the CCM office. Very dissatisfied with the process there. The patient has waited about a week and there is no paper referral or proper referral in place yet. Thank you.

01/12/2016	607 Comp Nurse	CCM - Ok Person - Ok	Certo Brothers	WAT	Patient or Family Member
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Wonderful

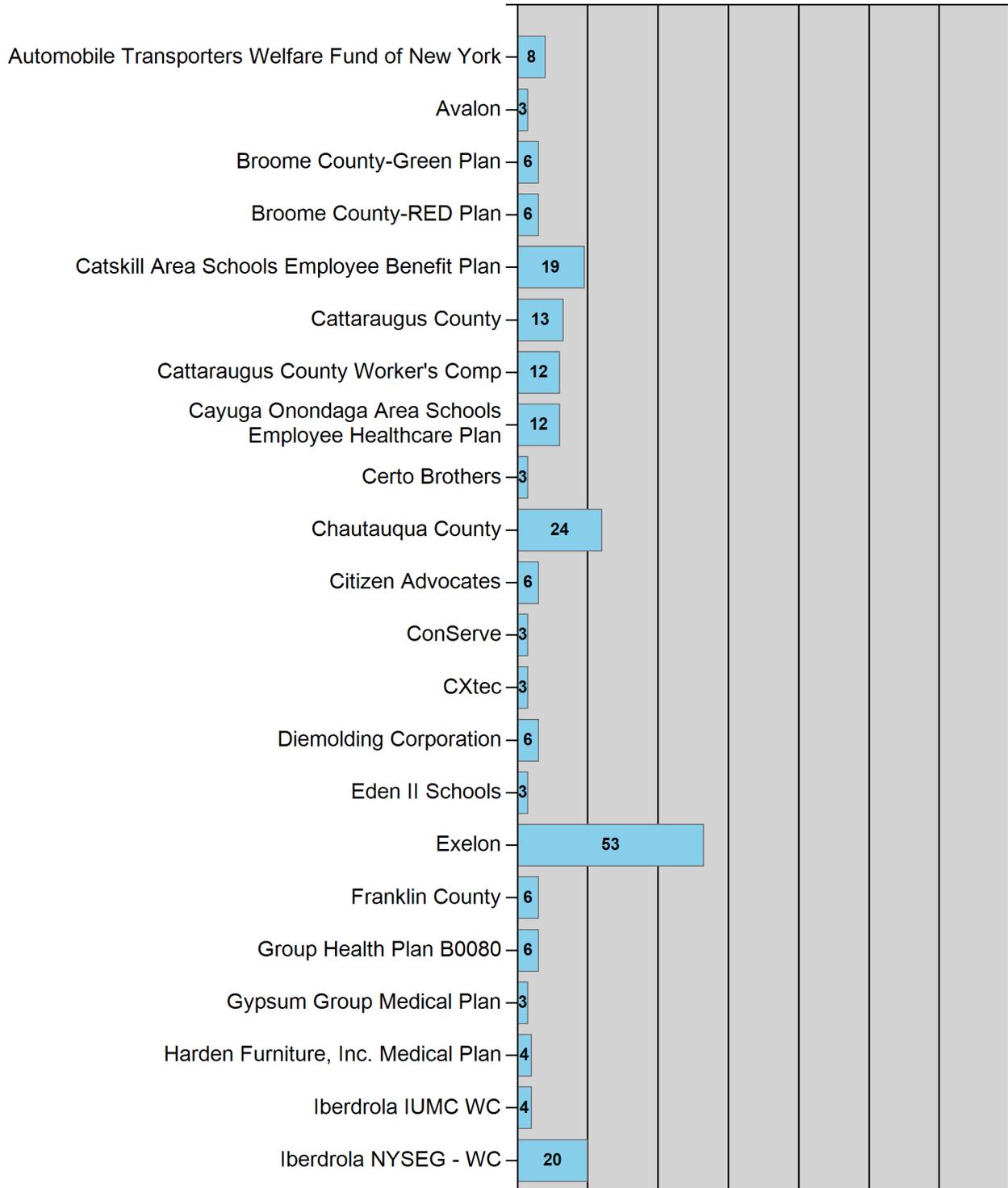
01/06/2016	605 Case Management	CCM - Ok Person - Ok	Upstate New York Engineers Health Fund	ARD	Patient or Family Member
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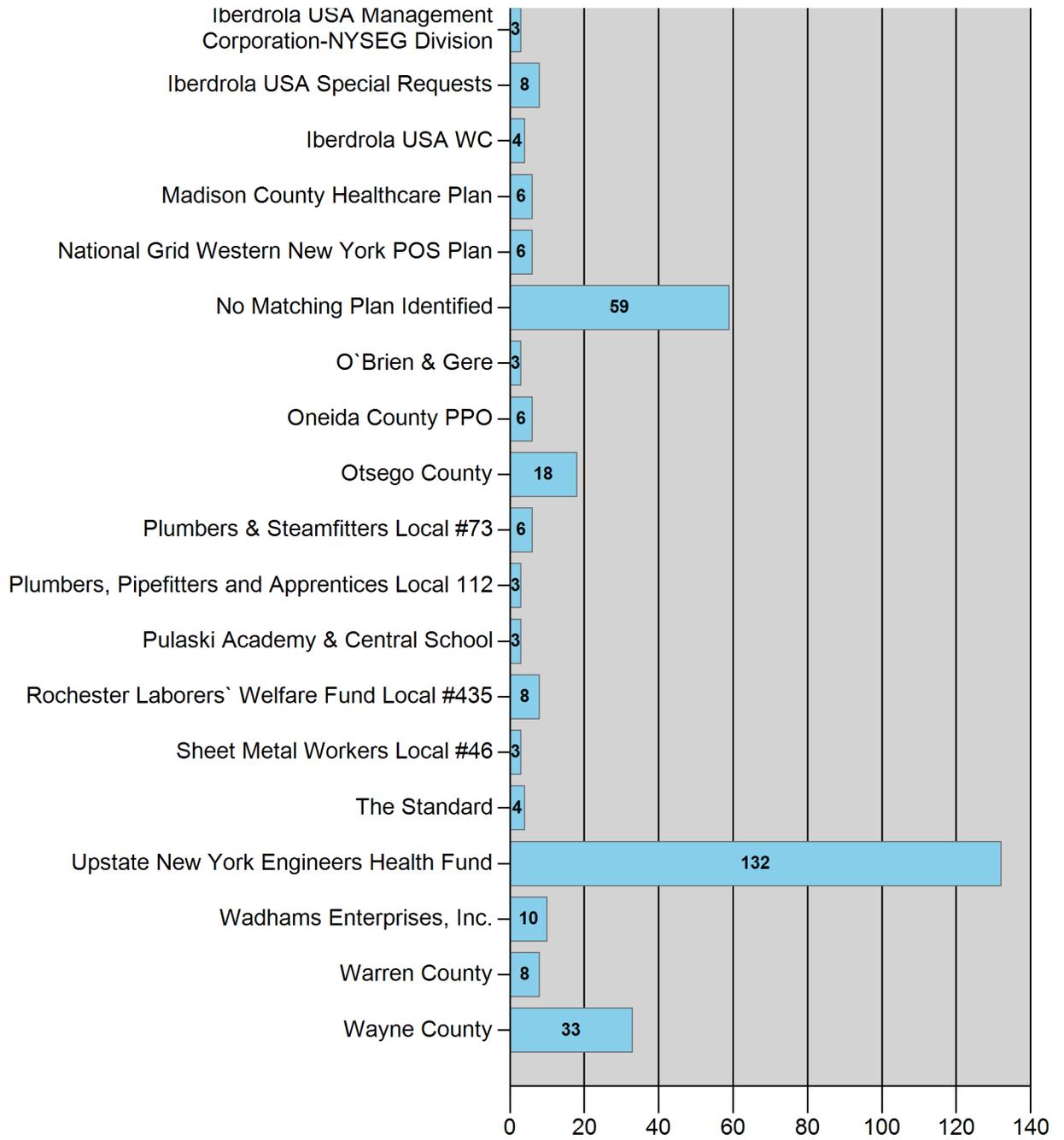
I just wanted to say that I am very appreciative to the operating engineers for helping me through this time with all their pre-certifications and quick actions.

CCM Internal Summary

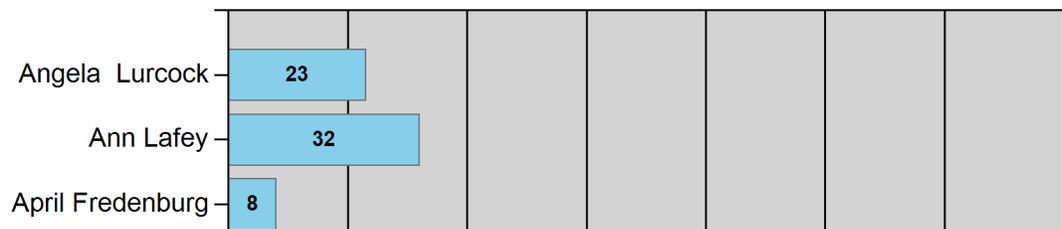
Summary by Question

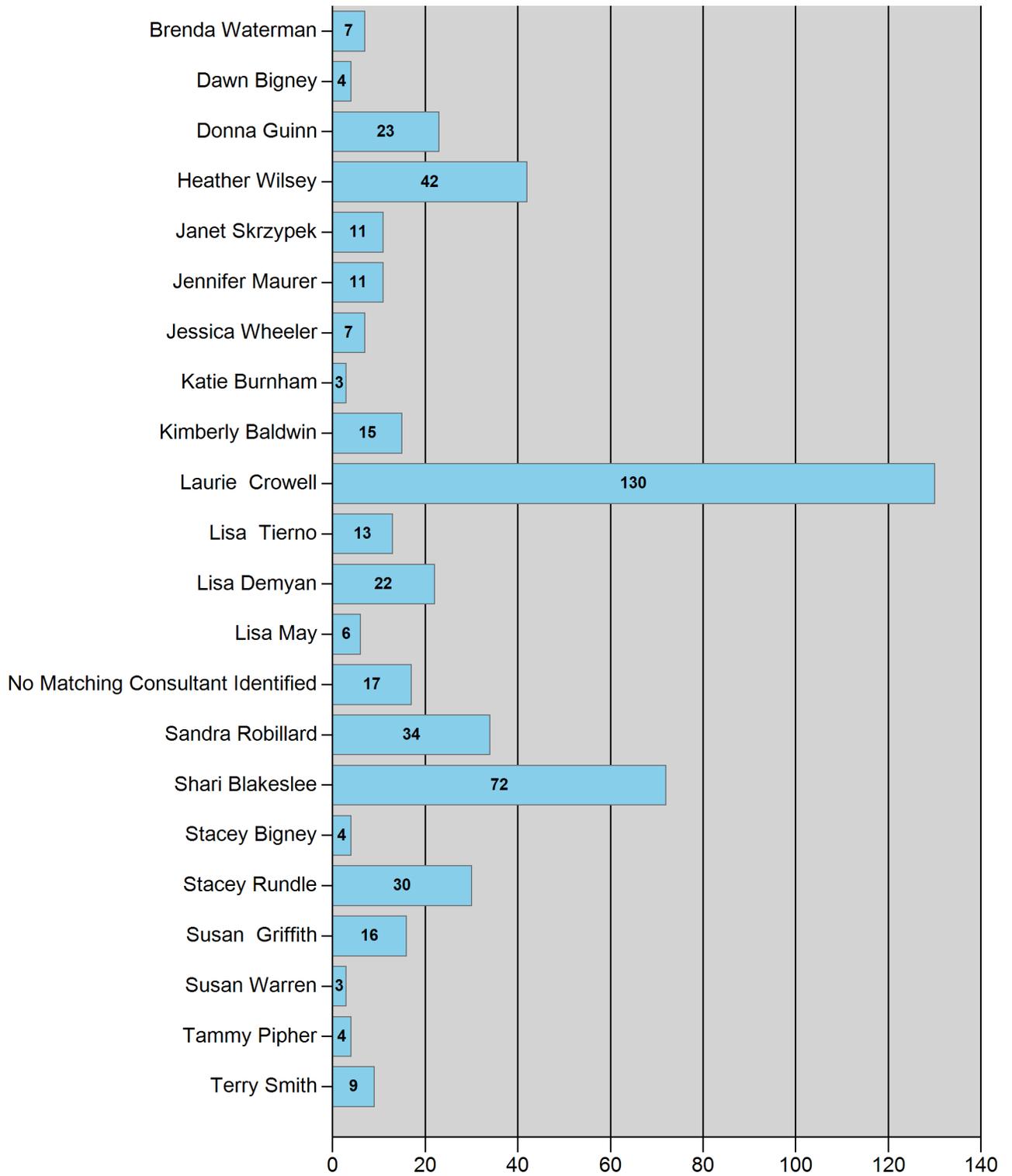
Satisfaction Count by Plan Name, by Question





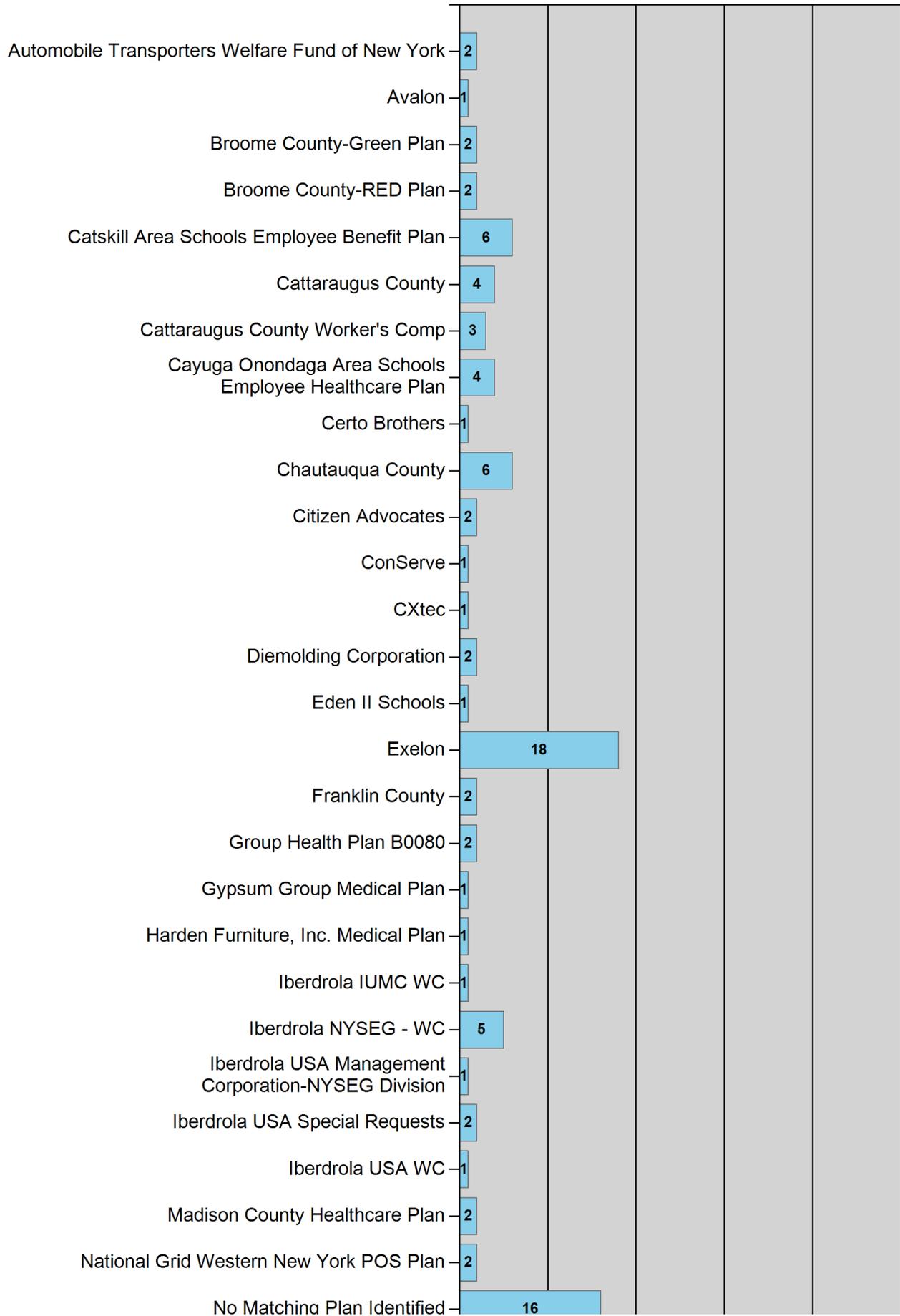
Satisfaction Count by Consultant, by Question

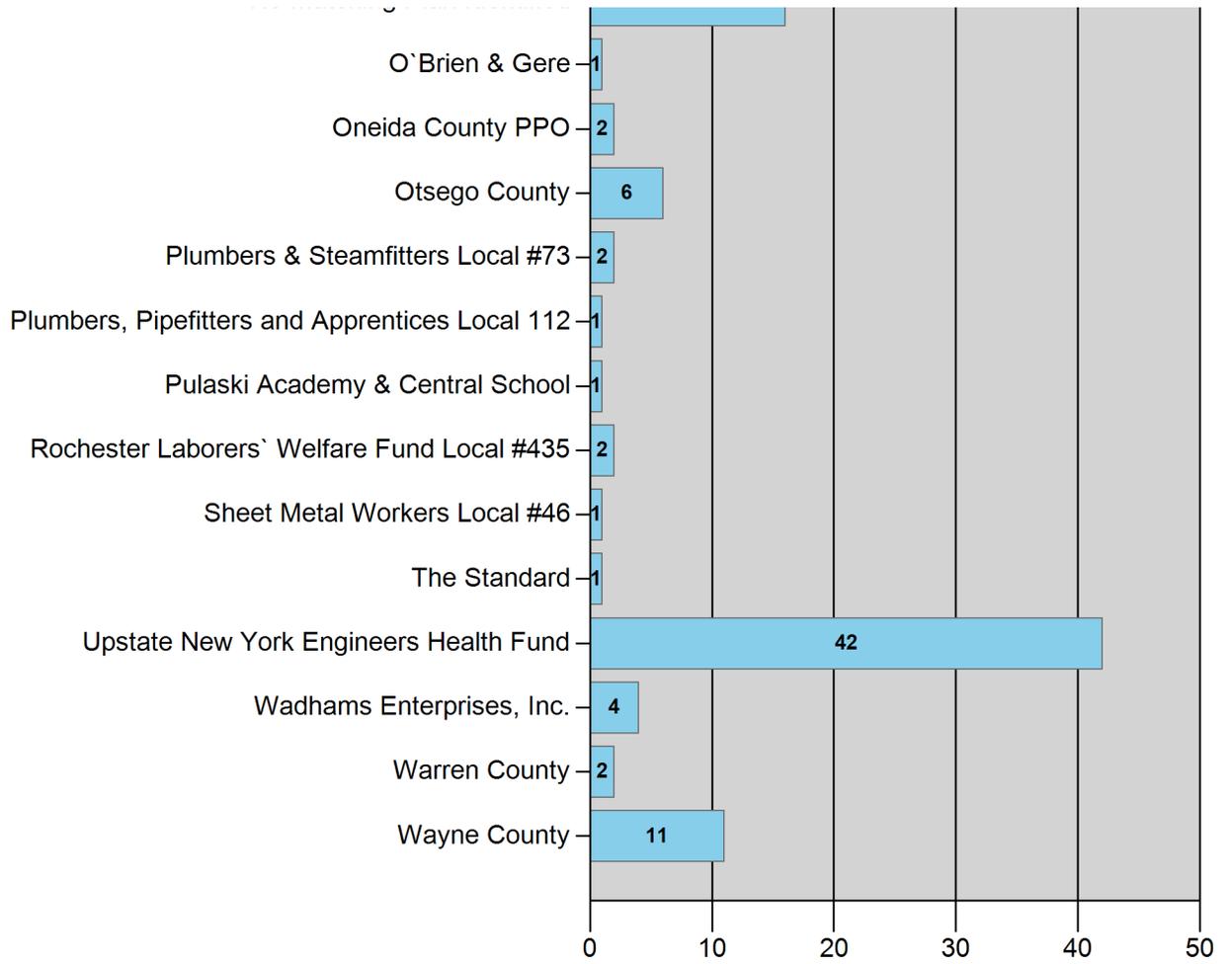




Summary by Survey

Satisfaction Count by Plan Name, by Survey





Satisfaction Count by Consultant, by Survey

