

# Health Case Management Testimonials

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- \* Over the years, my experience in working with the CCM nurse has been outstanding. Her experience and professionalism always promoted and supported quality care for me. What more could anyone ask for? CCM- this is an excellent program!*
- \* Getting a cancer diagnosis is terrifying. My nurse 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. The nurse was very kind, knowledgeable and had many resources available to share with me. Thank you! She was professional, knowledgeable & comforting also. I was blessed to have this service available to me during my surgery and beginning treatment.*
- \* My nurse case manager is wonderful! She has helped me get through this troubling time. Glad she is available.*
- \* The nurse called and checked up monthly and showed genuine care and concern. Always looked into matters and handled promptly.*
- \* My nurse case manager 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!*
- \* 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.*
- \* The case manager was great in helping me get my patients chemo therapy approved in a very timely manner; she was very friendly and helpful!*
- \* The case worker was courteous, polite and helpful.*



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Kattelville Road, Binghamton, New York 13901 800-541-7403,  
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- ★ *My nurse 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.*
- ★ *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!*
- ★ *I called for some authorization information and spoke with a CCM representative. 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! Thank you for being so helpful and friendly.*
- ★ *The nurse case manager 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.*
- ★ *The nurse was so professional, kind and caring with my case. Thank you!*
- ★ *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.*
- ★ *The nurse I had 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.*
- ★ *The case manager was very helpful and patient while we got our documents together and was always available when I needed anything.*
- ★ *The nurse case manager 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.*



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