

2021 PERFORMANCE SNAPSHOT

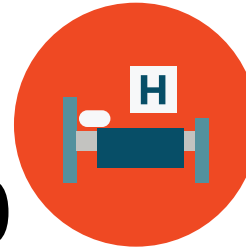
CASE MANAGEMENT



98%

of individuals accept
Workers Compensation
case management services

7%



of CM patients were readmitted
to the hospital within 30 days

7^{IN}8



of individuals accept Medical
case management services

COMPLAINT RESPONSE TIME



~3

DAYS

for complaint
response

98%

of complaints
responded to
within timeframe

CONSUMER SATISFACTION



96%

of consumers satisfied
with their Case
Management program