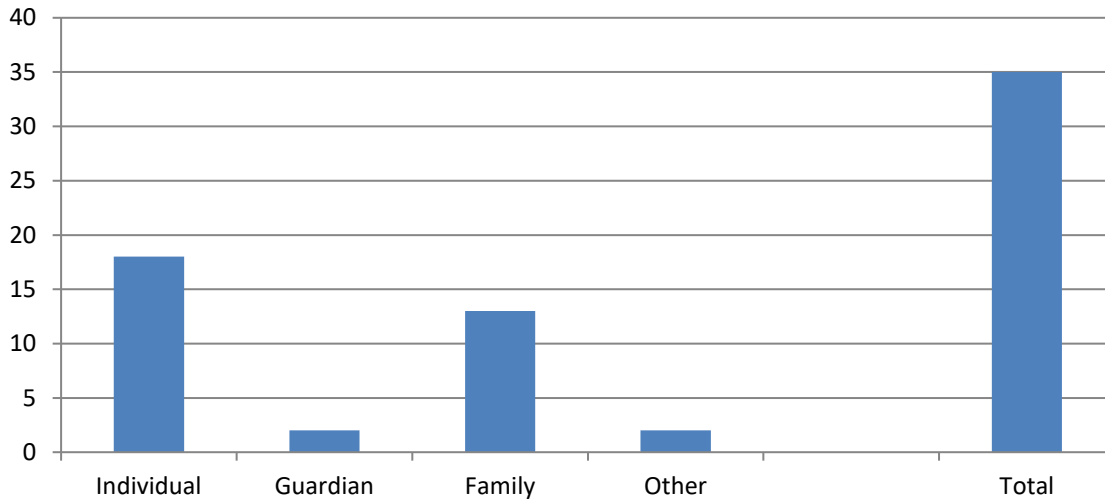
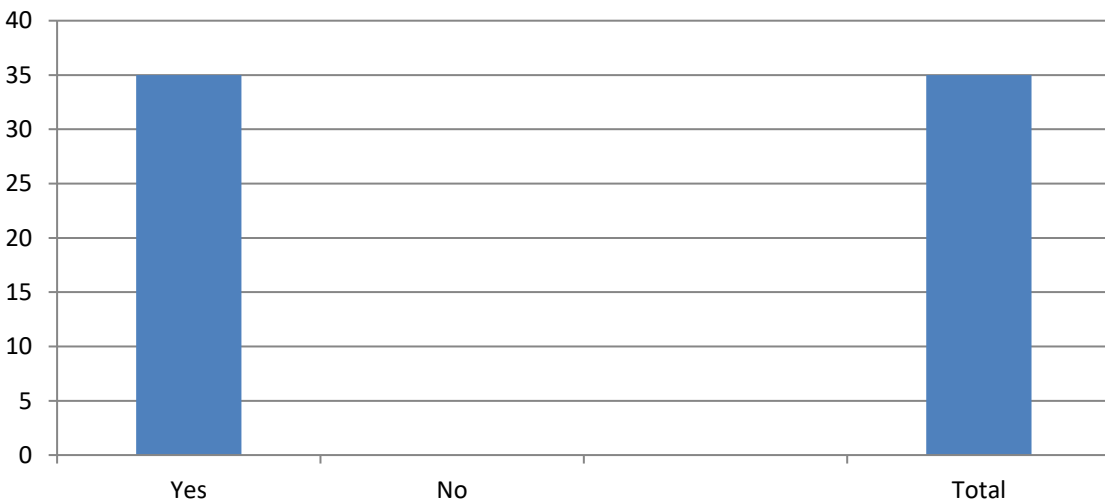


MANAGED CARE SATISFACTION SURVEY FINAL RESULTS

1. Please identify who is filling out this survey

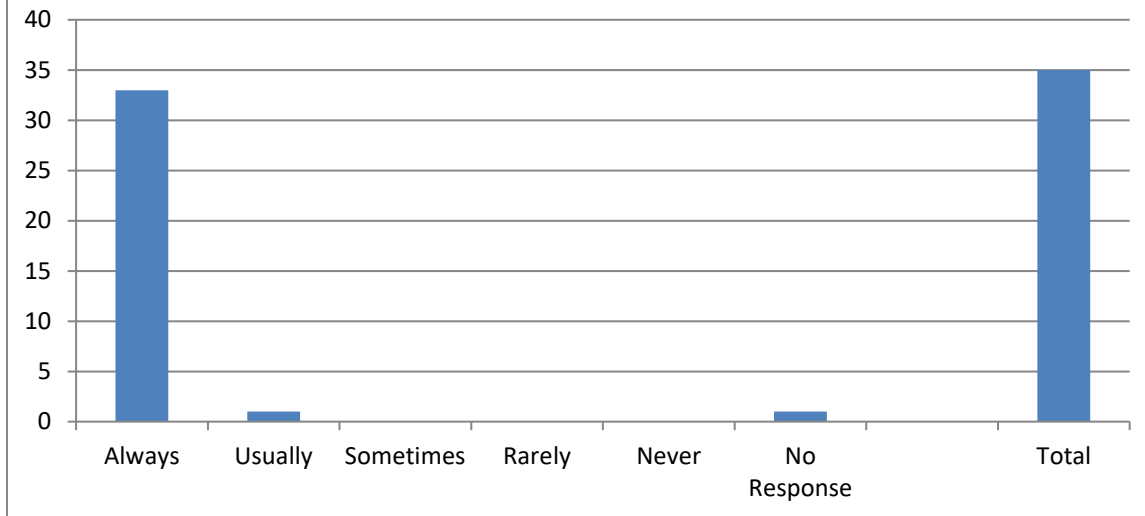


2. Do you know how to reach your assigned Care Coordinator?

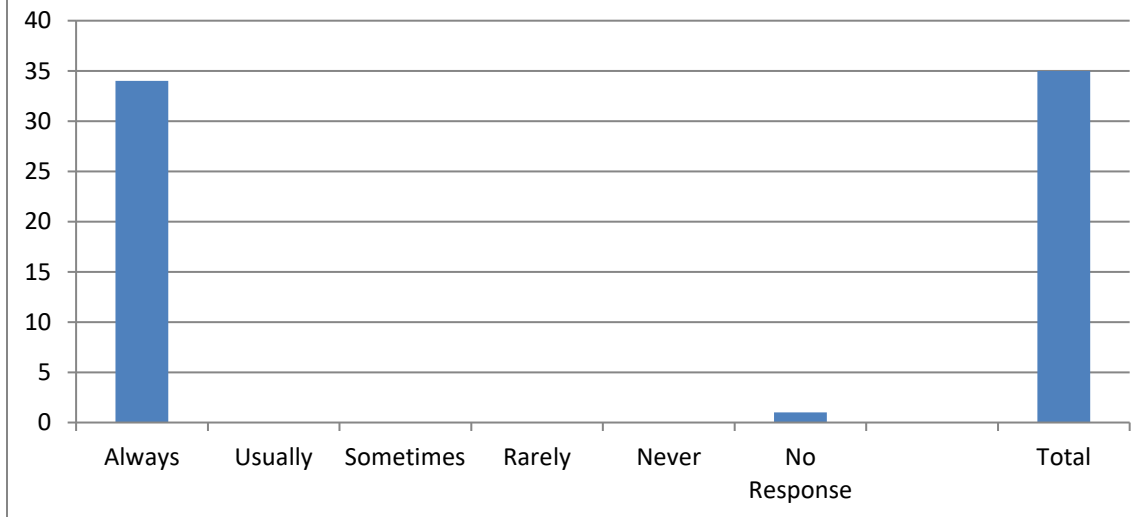


MANAGED CARE SATISFACTION SURVEY FINAL RESULTS

3a. The assigned Care Coordinator is easy to talk with.

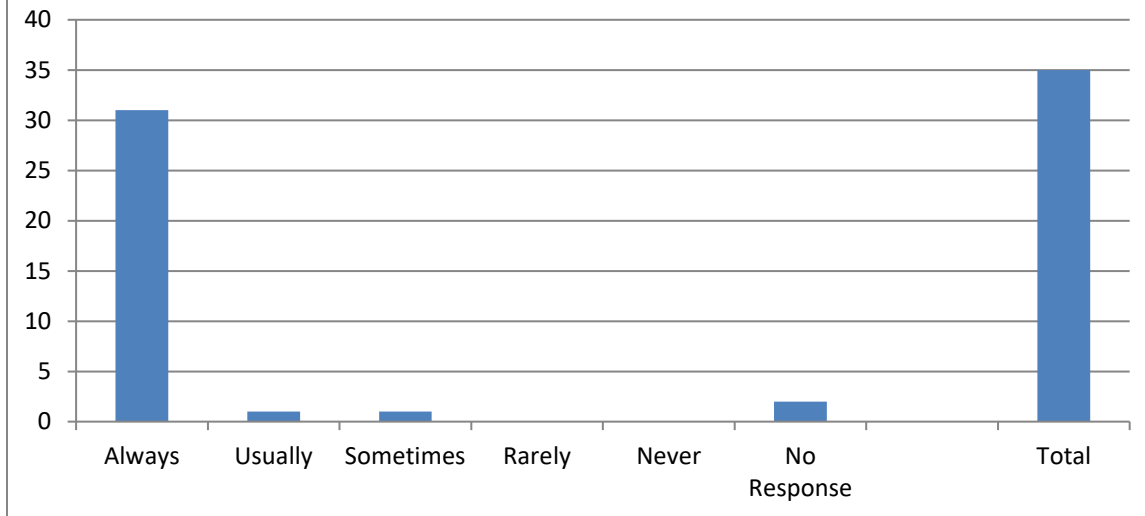


3b. The assigned Care Coordinator is respectful.

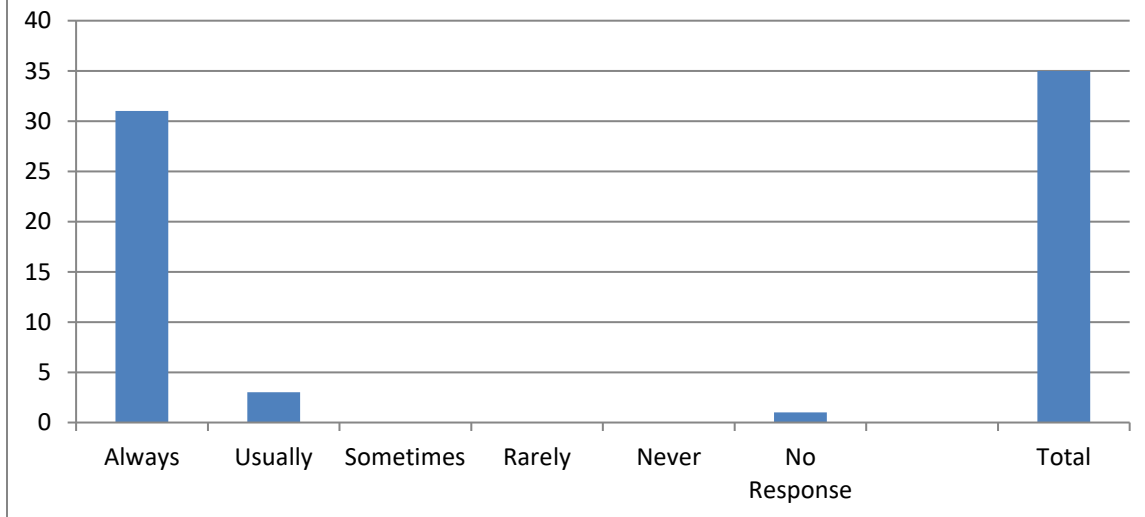


MANAGED CARE SATISFACTION SURVEY FINAL RESULTS

3c. The assigned Care Coordinator sets up and coordinates services as needed.

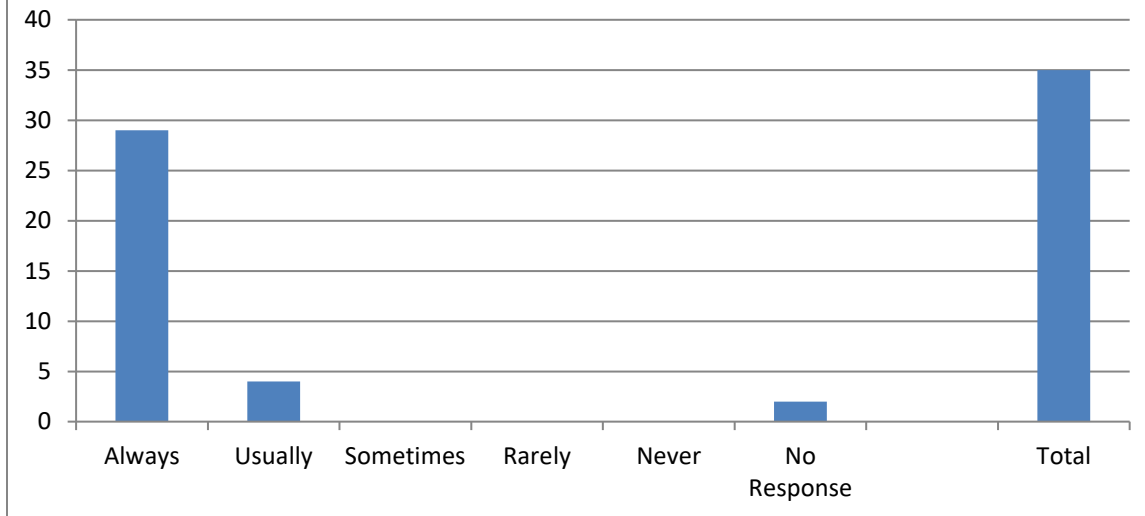


3d. The assigned Care Coordinator returns phone calls/emails within 2 days.

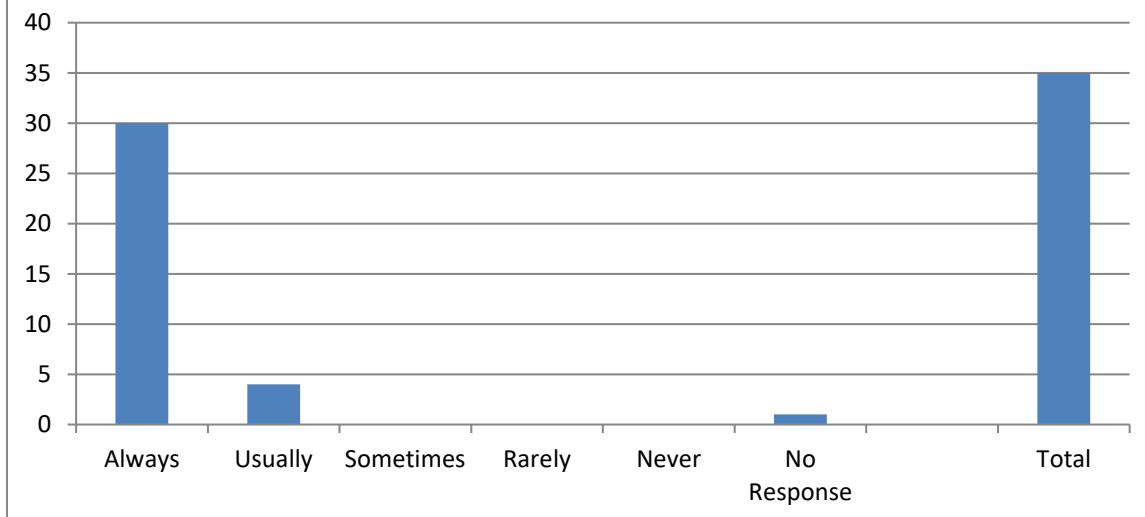


MANAGED CARE SATISFACTION SURVEY FINAL RESULTS

3e. The assigned Care Coordinator does a good job of explaining things.

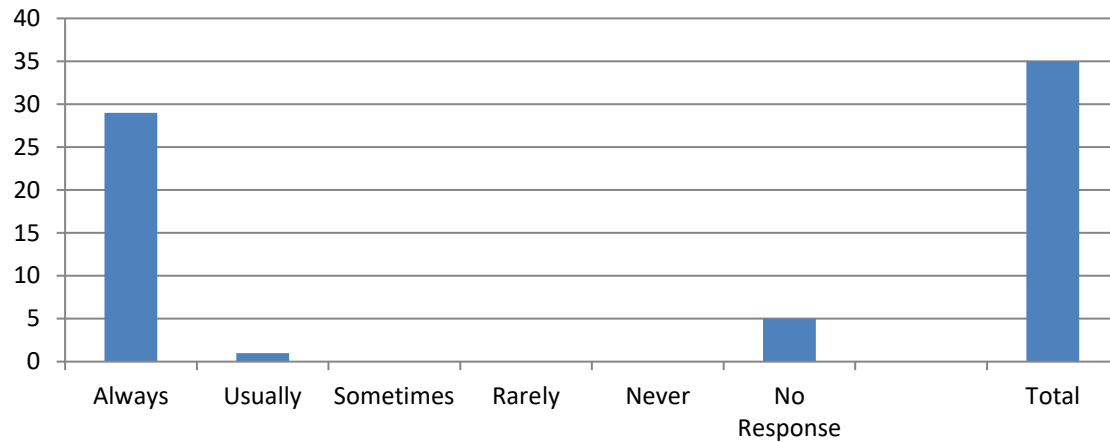


3f. The assigned Care Coordinator follows up in a timely manner.

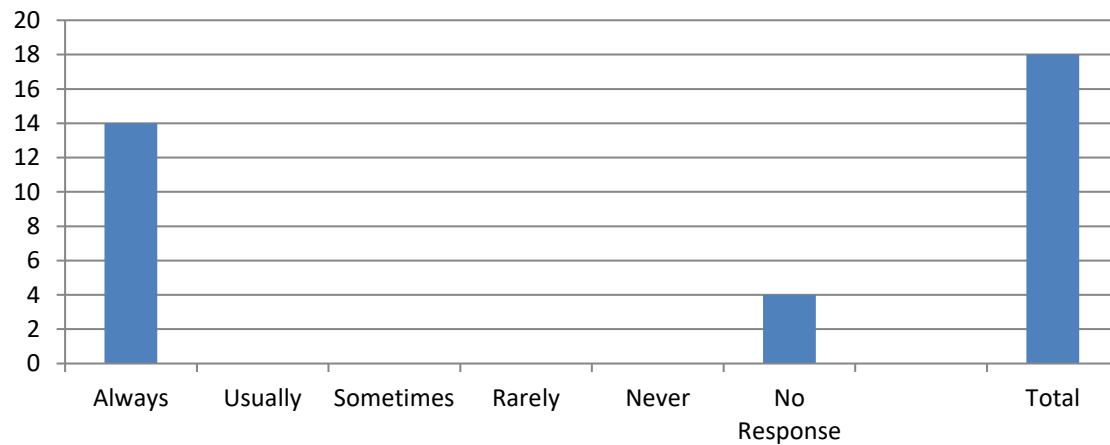


MANAGED CARE SATISFACTION SURVEY FINAL RESULTS

3g. The assigned Care Coordinator provides services that are sensitive to my specific cultural and language needs.

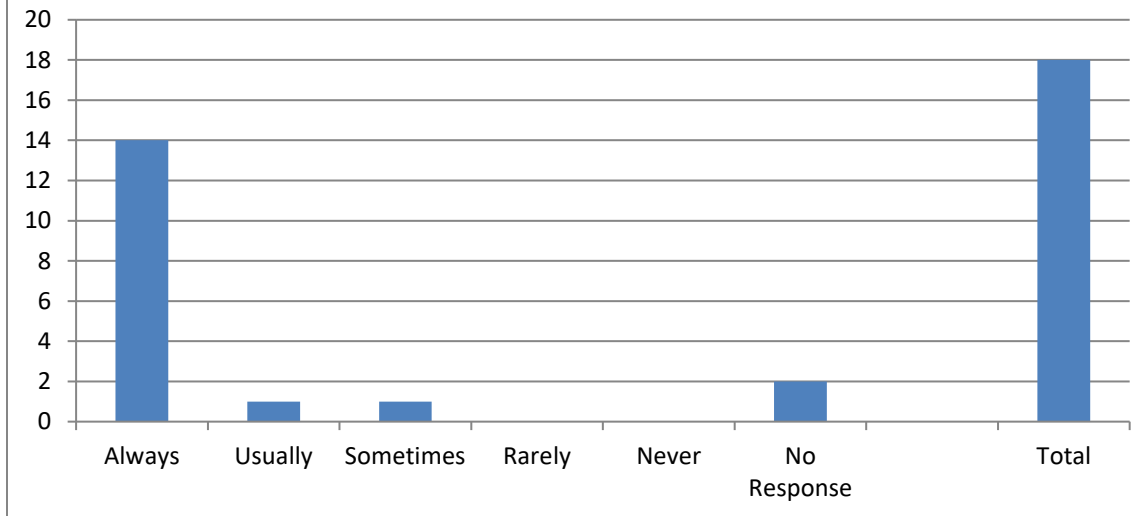


3h. *Individual Only* I feel I have input in my major life decisions (i.e. where I work, where I live, etc.)

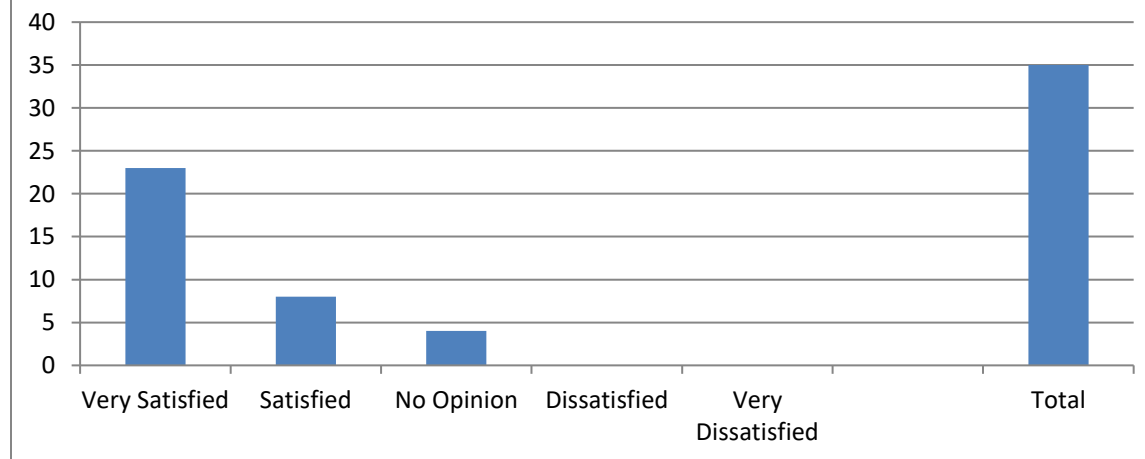


MANAGED CARE SATISFACTION SURVEY FINAL RESULTS

3i. *Individual Only* I feel I have input into my everyday life decisions.



4. Overall, how satisfied are you with Thomas Allen, Inc.'s Care Coordination services?



MANAGED CARE SATISFACTION SURVEY FINAL RESULTS

5. What does the assigned Care Coordinator do well?

- Everything (4)
- Communicates well (8)
- Follows through when we ask for information- mails out or calls back
- We have not faced any real problems together.
- Is attentive to our needs.
- She is timely, personable, respectful and does a great job.
- Staying professional and nice.
- Always returns phone calls and gets whatever I need taken care of, or explains what I need to do.
- Gets back to you when you email or leave her a voicemail.
- Provides services quickly, responds quickly, services needed & provided.
- Helps me reach my goals.
- Answers questions quickly.
- She asks about health and food.

6. What could the assigned Care Coordinator do to improve?

- Nothing (6)
- Unsure at this time.
- Remains to be seen if any new problems arise.

7. Do you have anything else to add?

- Very nice personality.
- She is a great asset to us.
- Not really. I respect her for helping.
- She is a joy to work with.

MANAGED CARE SATISFACTION SURVEY FINAL RESULTS

